

## **Transcript: Francesca**

**Baez-5535933797548032-5274523041579008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefiting Our Car calling to speak with Ms. Shaw on behalf of AccuForm Staffing. This is she. We're calling in regards to a message you received today which you replied back, "Do I need this?" Uh-huh. Um, so unfortunately, that will be a question that only you'll be able to answer. I can't, however, advise you what the message was in regards to. They're informing you- Okay. ... that your staffing company is having their company open enrollment period, which is that one time of the year where all of the employees are able to enroll into the health insurance they offer currently. Oh, okay. See, that's, that's what I wasn't understanding on what it was. I tried to open up the page and it really- Mm-hmm. ... didn't tell me that. So that's why I was like, "Do I need this?" Okay. I thank you for calling me and letting me know that. Of course. In the event that at any point you feel like you would like more information or to enroll, your company open enrollment period doesn't end till the 24th of January. Okay. Okay. Sounds good. All right. And I will definitely think about that and let you know. All right. Thank you so much for your time as well as for calling- Thank you. ... Benefiting Our Car. All right. Thank you so much, hon. You're welcome. Bye-bye. Bye-bye. How do I get back to my mom? How do I get back to my mother?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca at Benefiting Our Car calling to speak with Ms. Shaw on behalf of AccuForm Staffing.

Speaker speaker\_2: This is she.

Speaker speaker\_1: We're calling in regards to a message you received today which you replied back, "Do I need this?"

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, so unfortunately, that will be a question that only you'll be able to answer. I can't, however, advise you what the message was in regards to. They're informing you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that your staffing company is having their company open enrollment period, which is that one time of the year where all of the employees are able to enroll into the health insurance they offer currently.

Speaker speaker\_2: Oh, okay. See, that's, that's what I wasn't understanding on what it was. I tried to open up the page and it really-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... didn't tell me that. So that's why I was like, "Do I need this?" Okay. I thank you for calling me and letting me know that.

Speaker speaker\_1: Of course. In the event that at any point you feel like you would like more information or to enroll, your company open enrollment period doesn't end till the 24th of January.

Speaker speaker\_2: Okay. Okay. Sounds good.

Speaker speaker\_1: All right.

Speaker speaker\_2: And I will definitely think about that and let you know.

Speaker speaker\_1: All right. Thank you so much for your time as well as for calling-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... Benefiting Our Car.

Speaker speaker\_2: All right. Thank you so much, hon.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye. How do I get back to my mom? How do I get back to my mother?