

## **Transcript: Francesca**

**Baez-5631098133463040-5555682869821440**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Ms. Robin? Good morning. May- Good morning. My name is Francesca benefits in your car coming to speak with Ms. Hills on behalf of MAU Staffing. We're calling in regards to the text message we received Tuesday, to which you replied at 4:00 PM, "Portal?" The reason for our call, Ms. Robin, is to know specifically which portal you're asking in regards to. You are currently enrolled into benefits with MAU Staffing per the form that you have filled out December 3rd, 2024. As of right now, you're currently enrolled into medical, dental, vision and life insurance for yourself and spouse. If you're asking in regards to the portal to make enrollment changes, please be able to call back to provide that link, or if you're calling in regards to a portal to act on your health insurance, that will be the website for both of the carriers which should be on your benefit card. So if you need further assistance with your current enrollment, feel free to give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day. Thank you for your time and for listening to this message.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for... Ms. Robin?

Speaker speaker\_2: Good morning. May- Good morning. My name is Francesca benefits in your car coming to speak with Ms. Hills on behalf of MAU Staffing. We're calling in regards to the text message we received Tuesday, to which you replied at 4:00 PM, "Portal?" The reason for our call, Ms. Robin, is to know specifically which portal you're asking in regards to. You are currently enrolled into benefits with MAU Staffing per the form that you have filled out December 3rd, 2024. As of right now, you're currently enrolled into medical, dental, vision and life insurance for yourself and spouse. If you're asking in regards to the portal to make enrollment changes, please be able to call back to provide that link, or if you're calling in regards to a portal to act on your health insurance, that will be the website for both of the carriers which should be on your benefit card. So if you need further assistance with your current enrollment, feel free to give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I hope you have a wonderful rest of your day. Thank you for your time and for listening to this message.