

Transcript: Francesca

Baez-6077547358240768-5207436778848256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Car, looking to speak with Mr. Johnson on behalf of Search Staffing. Yes, this is he. Yes. Hello, sir. We were giving you a call in regards to the text message that you recently received to which you replied, "What is this?" Uh- So- I replied to what? You replied back to a text message that Search Staffing sent you. You said, "What is this?" Yeah. So we were calling- Yeah. ... to clarify. They're informing you of your personal enrollment period to be eligible to enroll into their health insurance. Are they also letting you know that they have a comp- No, I'm okay. Okay. Um, let me finish please 'cause they're also letting you know that they have a company policy where they auto-enroll new hires into a medical preventative care plan. So if you'd like me to- Oh. ... I can go ahead and decline you for auto enrollment. Yeah, I'm okay. Okay. So you're okay with letting them auto enroll you, or you want me to process a declination? I'm sorry. I, I don't, I don't want any type of healthcare or anything that they offer. I'm just there for a job. Okay. So I just need the verbal agreement that today you're asking to decline coverage with Search Staffing due to you not wanting any coverage. Correct? Yes. I don't want any coverage. So I declined it for you. Those text messages might still keep coming but you can ignore them. The system doesn't have a way to filter who already declined. Okay. Anything else we can assist you with today? No, that'll be it. Have a great day.

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 with Benefits in a Car, looking to speak with Mr. Johnson on behalf of Search Staffing.

Speaker speaker_2: Yes, this is he.

Speaker speaker_1: Yes. Hello, sir. We were giving you a call in regards to the text message that you recently received to which you replied, "What is this?"

Speaker speaker_2: Uh-

Speaker speaker_1: So-

Speaker speaker_2: I replied to what?

Speaker speaker_1: You replied back to a text message that Search Staffing sent you. You said, "What is this?"

Speaker speaker_2: Yeah.

Speaker speaker_1: So we were calling-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to clarify. They're informing you of your personal enrollment period to be eligible to enroll into their health insurance. Are they also letting you know that they have a comp-

Speaker speaker_2: No, I'm okay.

Speaker speaker_1: Okay. Um, let me finish please 'cause they're also letting you know that they have a company policy where they auto-enroll new hires into a medical preventative care plan. So if you'd like me to-

Speaker speaker_2: Oh.

Speaker speaker_1: ... I can go ahead and decline you for auto enrollment.

Speaker speaker_2: Yeah, I'm okay.

Speaker speaker_1: Okay. So you're okay with letting them auto enroll you, or you want me to process a declination? I'm sorry.

Speaker speaker_2: I, I don't, I don't want any type of healthcare or anything that they offer. I'm just there for a job.

Speaker speaker_1: Okay. So I just need the verbal agreement that today you're asking to decline coverage with Search Staffing due to you not wanting any coverage. Correct?

Speaker speaker_2: Yes. I don't want any coverage.

Speaker speaker_1: So I declined it for you. Those text messages might still keep coming but you can ignore them. The system doesn't have a way to filter who already declined.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else we can assist you with today?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: Have a great day.