

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome of Benefits and Employment. I'm ... Jessica, how can I assist you today? Hello, this is Mohammed Hattous. Um, I received a email saying I have 30 days to sign up for my, uh, benefits. Yes, sir. For BG Staffing. Uh, how do I do that? So with BG Staffing they have three ways that you're able to do it. You can either do it in person filling out one of their forms, online, or the most common one that is used is with us over the phone. Sure, let's do it over the phone. All right, what are the last four of your Social to locate your account? Uh, three, nine, six, zero. Could you please verify your mailing address and date of birth, security purposes? Uh, I'm sorry, what? Yes, sir, can you please verify your mailing address for me and date of birth for security purposes? Sure, uh, I just have a quick question. So, um, I don't want to enroll. Like, can I refuse them right now, or...? Yes, sir. You're able to decline coverage if you don't want to enroll into it. They don't have any type of auto-enrollment. The only thing to keep in mind is, if at some point you filled out an enrollment form, and it was processed, then you will be enrolled into benefits. Okay, so, so, just by doing, like, so just by leaving it, that's me declining it? Yes, because they don't have any auto-enrollment. But once again, if at some point you filled out an enrollment form during your application or orientation, that enrollment will be processed. Okay. Um, and the 401K, do I have to sign up for that? Or, or is that I- like, automatically, like, um...? So we only handle the health insurance. 401K would be a benefit with the staffing company that you have for this course. Gotcha. Okay, all right, uh, well, I appreciate your time. Uh, thank you so much. You're welcome. Have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Welcome of Benefits and Employment. I'm ... Jessica, how can I assist you today?

Speaker speaker_2: Hello, this is Mohammed Hattous. Um, I received a email saying I have 30 days to sign up for my, uh, benefits.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: For BG Staffing. Uh, how do I do that?

Speaker speaker_1: So with BG Staffing they have three ways that you're able to do it. You can either do it in person filling out one of their forms, online, or the most common one that is used is with us over the phone.

Speaker speaker_2: Sure, let's do it over the phone.

Speaker speaker_1: All right, what are the last four of your Social to locate your account?

Speaker speaker_2: Uh, three, nine, six, zero.

Speaker speaker_1: Could you please verify your mailing address and date of birth, security purposes?

Speaker speaker_2: Uh, I'm sorry, what?

Speaker speaker_1: Yes, sir, can you please verify your mailing address for me and date of birth for security purposes?

Speaker speaker_2: Sure, uh, I just have a quick question. So, um, I don't want to enroll. Like, can I refuse them right now, or...?

Speaker speaker_1: Yes, sir. You're able to decline coverage if you don't want to enroll into it. They don't have any type of auto-enrollment. The only thing to keep in mind is, if at some point you filled out an enrollment form, and it was processed, then you will be enrolled into benefits.

Speaker speaker_2: Okay, so, so, just by doing, like, so just by leaving it, that's me declining it?

Speaker speaker_1: Yes, because they don't have any auto-enrollment. But once again, if at some point you filled out an enrollment form during your application or orientation, that enrollment will be processed.

Speaker speaker_2: Okay. Um, and the 401K, do I have to sign up for that? Or, or is that I-like, automatically, like, um...?

Speaker speaker_1: So we only handle the health insurance. 401K would be a benefit with the staffing company that you have for this course.

Speaker speaker_2: Gotcha. Okay, all right, uh, well, I appreciate your time. Uh, thank you so much.

Speaker speaker_1: You're welcome. Have a wonderful rest of your day.