

Transcript: Francesca

Baez-6654146592030720-5810950861406208

Full Transcript

Thank you for calling Benefits 10-08. My name is Francesca. How can I assist you today? Hello? Hello? Hey, uh, my bad. I had it on mute. Um, I just got a text message from you guys and I was just wondering what it's about. What does the text message say? Wait, what was it? What does the text message say? Um, it says, "Congrats on your job with HD Staffing. Call Benefits and A Card at 1-800-497-4856 to make changes before your window closes in 30 days." Did you just recently started with them, with HD? Um, I think it's been about like two, three weeks maybe. It was, it was somewhere around like April or May. Okay. The end of April, early May. So the reason why I ask is because usually when the text message starts with "Congratulation," they're informing you of your personal enrollment period, which usually happens when you receive your first paycheck 30 days after that paycheck is your personal enrollment day. Wait, so... Wait, what does, what does that mean? It means you're eligible to enroll into their health insurance. Um, I'm good on health insurance. HD... Okay. So they do not have any auto-enrollment so unless you request it, they don't enroll you into any insurance. So if you're not interested you can simply ignore them. Oh, okay. Okay. Yeah, I'm on break right now so... Yeah, I just got a message from it. I understand. And I was just typing the number to see what it, what it was. Yeah, 'cause those usually go out by the system. They simply put in a contact list and then all of those phone numbers on their contact list can send out that text message. Oh. Okay, okay. Yes, sir. Do you have any other questions for us today? Uh, that'll be it. All right. If you have any other questions regarding your insurance don't hesitate to give us a call back. I hope you have a wonderful rest of your day. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-08. My name is Francesca. How can I assist you today? Hello? Hello?

Speaker speaker_1: Hey, uh, my bad. I had it on mute. Um, I just got a text message from you guys and I was just wondering what it's about.

Speaker speaker_0: What does the text message say?

Speaker speaker_1: Wait, what was it?

Speaker speaker_0: What does the text message say?

Speaker speaker_1: Um, it says, "Congrats on your job with HD Staffing. Call Benefits and A Card at 1-800-497-4856 to make changes before your window closes in 30 days."

Speaker speaker_0: Did you just recently started with them, with HD?

Speaker speaker_1: Um, I think it's been about like two, three weeks maybe. It was, it was somewhere around like April or May.

Speaker speaker_0: Okay.

Speaker speaker_1: The end of April, early May.

Speaker speaker_0: So the reason why I ask is because usually when the text message starts with "Congratulation," they're informing you of your personal enrollment period, which usually happens when you receive your first paycheck 30 days after that paycheck is your personal enrollment day.

Speaker speaker_1: Wait, so... Wait, what does, what does that mean?

Speaker speaker_0: It means you're eligible to enroll into their health insurance.

Speaker speaker_1: Um, I'm good on health insurance.

Speaker speaker_0: HD... Okay. So they do not have any auto-enrollment so unless you request it, they don't enroll you into any insurance. So if you're not interested you can simply ignore them.

Speaker speaker_1: Oh, okay. Okay. Yeah, I'm on break right now so... Yeah, I just got a message from it.

Speaker speaker_0: I understand.

Speaker speaker_1: And I was just typing the number to see what it, what it was.

Speaker speaker_0: Yeah, 'cause those usually go out by the system. They simply put in a contact list and then all of those phone numbers on their contact list can send out that text message.

Speaker speaker_1: Oh. Okay, okay.

Speaker speaker_0: Yes, sir. Do you have any other questions for us today?

Speaker speaker_1: Uh, that'll be it.

Speaker speaker_0: All right. If you have any other questions regarding your insurance don't hesitate to give us a call back. I hope you have a wonderful rest of your day.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: Bye.