

## **Transcript: Justin**

**Mills-6398176775159808-4719737076760576**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I was wondering when y'all's open r- enrollment was. Okay. Um, what's the staffing agency you work for? HG. HG Staffing? Let's see. Okay. Do you mind if I place you on a brief hold for a second? Yes, that's fine. Okay. Hello? Are you still there? Yes. Awesome. Thank you so much for holding. So, it looks like HG Staffing had their last open enrollment period from May 20th to July 31st of 2024. So, I'd presume- Okay. ... sometime around that time this year. Um, it's just we haven't really heard anything from corporate just yet. But I do know once we do receive information regarding the next open enrollment for them, um, mass text- text messages will be sent out to all of the employees, usually one to two weeks before the open enrollment period happens to get everyone well aware of it. Okay. All righty. Thank you. You're welcome. You have a great day, okay? Okay. Bye. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, I was wondering when y'all's open r- enrollment was.

Speaker speaker\_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_1: HG.

Speaker speaker\_0: HG Staffing? Let's see. Okay. Do you mind if I place you on a brief hold for a second?

Speaker speaker\_1: Yes, that's fine.

Speaker speaker\_0: Okay. Hello? Are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, it looks like HG Staffing had their last open enrollment period from May 20th to July 31st of 2024. So, I'd presume-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... sometime around that time this year. Um, it's just we haven't really heard anything from corporate just yet. But I do know once we do receive information

regarding the next open enrollment for them, um, mass text- text messages will be sent out to all of the employees, usually one to two weeks before the open enrollment period happens to get everyone well aware of it.

Speaker speaker\_1: Okay. All righty. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Okay. Bye.

Speaker speaker\_0: All right.