

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes, Pamela. I got this, um... I got a text message in my phone about, um, your enrollment, something about enrollment benefits. I mean, what, what does that- Mm-hmm. What does that concern mean? We are the administrator for health insurance for staffing agency. Um, they letting you know that you co-enrolled in the benefits that they offer. Um, you will pay it according of what you choose to enroll to, and they will, um, deduct the payments from your payroll. That's pretty much it. Oh. And- Oh. Yes? Go ahead. I was going to say that the company, um, must be in open enrollment and that's why you receiving the, the information. But you have to be working, right? Yes, you have to be currently working. Oh, okay. So you don't... They don't have anything on the bus line right now, so. Okay. O- okay. When you get a job, um, with them, you could give us a call and we, um... and we'll check if you are eligible to enroll, and then we could go ahead and, and enroll you. Yeah, that's what I thought. Okay. Okay. Thank you. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, Pamela. I got this, um... I got a text message in my phone about, um, your enrollment, something about enrollment benefits. I mean, what, what does that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: What does that concern mean?

Speaker speaker_1: We are the administrator for health insurance for staffing agency. Um, they letting you know that you co-enrolled in the benefits that they offer. Um, you will pay it according of what you choose to enroll to, and they will, um, deduct the payments from your payroll. That's pretty much it.

Speaker speaker_2: Oh.

Speaker speaker_1: And-

Speaker speaker_2: Oh.

Speaker speaker_1: Yes?

Speaker speaker_2: Go ahead.

Speaker speaker_1: I was going to say that the company, um, must be in open enrollment and that's why you receiving the, the information.

Speaker speaker_2: But you have to be working, right?

Speaker speaker_1: Yes, you have to be currently working.

Speaker speaker_2: Oh, okay. So you don't... They don't have anything on the bus line right now, so.

Speaker speaker_1: Okay.

Speaker speaker_2: O- okay.

Speaker speaker_1: When you get a job, um, with them, you could give us a call and we, um... and we'll check if you are eligible to enroll, and then we could go ahead and, and enroll you.

Speaker speaker_2: Yeah, that's what I thought. Okay. Okay. Thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.