

## **Transcript: Pearl**

**Rojas-5784832793952256-6252901926486016**

### **Full Transcript**

Good morning. Thank you for calling Benefit Dinner Card. My name is Pearl Hudud, who do I have the pleasure of speaking with? Hey, good morning. This is Angie Diaz. And how can I assist you? Hey. So, I was just, um... I know my company uses you guys and we have to enroll or choose not to enroll by the 14th. And, I was just trying to find those documents in my portal that we use and I couldn't find it, so I figured I'd see if I could just call and opt out. Okay. What's the name of the staff agency you work for? It's Focus Workforce Management. Okay. So, Focus doesn't have auto enrollment. Okay. Yeah, we have to- So, they don't- ... choose to enroll or not enroll. So, that, that would, um, be if they had an auto enrollment program, but Focus doesn't have auto enrollment, so if you don't want the coverage- Okay. ... you don't have to do anything. Okay. All right. They had told me otherwise, so I'm gonna ha- call them and just see what I can do then. All right. Thank you. No problem. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefit Dinner Card. My name is Pearl Hudud, who do I have the pleasure of speaking with?

Speaker speaker\_1: Hey, good morning. This is Angie Diaz.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Hey. So, I was just, um... I know my company uses you guys and we have to enroll or choose not to enroll by the 14th. And, I was just trying to find those documents in my portal that we use and I couldn't find it, so I figured I'd see if I could just call and opt out.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: It's Focus Workforce Management.

Speaker speaker\_0: Okay. So, Focus doesn't have auto enrollment.

Speaker speaker\_1: Okay. Yeah, we have to-

Speaker speaker\_0: So, they don't-

Speaker speaker\_1: ... choose to enroll or not enroll.

Speaker speaker\_0: So, that, that would, um, be if they had an auto enrollment program, but Focus doesn't have auto enrollment, so if you don't want the coverage-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you don't have to do anything.

Speaker speaker\_1: Okay. All right. They had told me otherwise, so I'm gonna ha- call them and just see what I can do then. All right. Thank you.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_1: You too.