

Transcript: Pearl

Rojas-6357044800045056-5813821966958592

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hi, with Ms. Cruz, please. Uh, it's a Mr. Cruz. Um, hi. My name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, BAGSS? Yes. You're Mr. Floren Hill Cruz? Yes, that is correct. Okay. Um, we are processing healthcare enrollment form this morning. Before I continue, I do have to advise the call is being recorded for quality and security purposes. On your form, you chose a plan but then you chose "No coverage, I choose not to participate." So we're just calling to see whether you needed coverage or not. I do not. All righty. I'll go ahead and- But- ... note future account. Yeah. Okay. But I, I do have a question. If, in fact, I wanted to change that later on, can I do so? You would have to do it within 30 days of receiving your first paycheck or during company open enrollment. Um- Okay. And for BG... Let, let me get that, um, open enrollment date for you. Give me one second. Yes. Thank you. BG's open enrollment is in, um, mid-August. Oh, okay. All right. Thank you. No problem. Thank you so much for attending my call. You have a great day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Hi, with Ms. Cruz, please.

Speaker speaker_1: Uh, it's a Mr. Cruz.

Speaker speaker_2: Um, hi. My name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, BAGSS?

Speaker speaker_1: Yes.

Speaker speaker_2: You're Mr. Floren Hill Cruz?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_2: Okay. Um, we are processing healthcare enrollment form this morning. Before I continue, I do have to advise the call is being recorded for quality and security purposes. On your form, you chose a plan but then you chose "No coverage, I choose not to participate." So we're just calling to see whether you needed coverage or not.

Speaker speaker_1: I do not.

Speaker speaker_2: All righty. I'll go ahead and-

Speaker speaker_1: But-

Speaker speaker_2: ... note future account.

Speaker speaker_1: Yeah. Okay. But I, I do have a question. If, in fact, I wanted to change that later on, can I do so?

Speaker speaker_2: You would have to do it within 30 days of receiving your first paycheck or during company open enrollment. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: And for BG... Let, let me get that, um, open enrollment date for you. Give me one second.

Speaker speaker_1: Yes. Thank you.

Speaker speaker_2: BG's open enrollment is in, um, mid-August.

Speaker speaker_1: Oh, okay. All right. Thank you.

Speaker speaker_2: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker_1: You as well. Thank you.