

Transcript: VICTORIA

Taylor-5439812685971456-6442290181226496

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, how are you doing? Good, how are you? Good. I'm Cherley. Um, I was apply for a job at HSS, Hospitality Staffing Solutions, and I receive, uh, I already filled out all this paper, and I receive a, um, a email from you, Benefits in a Card, and that email mean, "We will be glad to assist you regarding your enrollment form your, for benefits offered, um, by your employer, Hospitality Staffing Solutions, LSC. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needs to be clarified. Please be advi-, um, advised that as of, um, 4/9/25," and that mean I have 30 days from your first, from my first payroll check to contact us to make any change or enroll. But I don't know. I'm just reach out to, to see what, what happened, what's going on, like... Because I received em- um, the email from you. From us, I mean. Okay. Sorry. Okay, let me pull up your file to see specifically what's going on. We work for multiple staffing agencies. What's the last four of your Social? 30 54. And your first and last name? Um, Cherley Minalda Theodore. Cherley M. Theodore. Okay, do you spell your first name S-C-H-E-R-L-E-Y? Yes, exactly. And then last name is Theodore? Yeah, Theodore. Okay. Do you mind verifying your address and date of birth? Um, 7436 Buket Kenyon and it's 8/26. I mean, yeah, August 26th, mm, 1996. Okay. Phone number is 702-747-1855. Exactly. And then email is lastnamefirstname@gmail.com. And... Exactly. Okay. Um, so we were just trying to contact you because, again, we administer the medical benefits being offered through Hospitality Staffing Solutions. We did receive a enrollment form that you filled out requesting coverage, but it also looked like you requested to decline. So we were just trying to see if you're wanting to enroll or if you're trying to decline the benefits. Can you repeat it, uh, again, the last sentence? We are trying to verify if you are wanting to enroll into the medical insurance or if you're wanting to decline the benefits. Mm. Oh, okay, I understand. So if I, um... What should I do? If I'm interested, like, I can just enroll? If I, um, if I don't want, I can just decline? Yes, exactly. If you want to enroll, then we will need to enroll you into the plans that you are interested in. If you are not wanting to enroll, then we will then need to decline the coverage. So, that's all we're trying to figure out. Oh, okay. That mean I, I will lose the job? No, no, sir. Oh, okay. Okay, okay, okay. This is just- Gotcha. ... for the medical insurance they offer. That's a, that's an option? It is an option. It, it is not something- Oh, okay, okay. ... that you have to take. Okay, okay, okay, got it. So are you wanting to enroll or are you not wanting to enroll? Um, I will do that later. Uh, I will thinking about that and I will, I will reach out in this number- Okay. ... if I interested. Thank you. Thank you for assist me. You're welcome. Now, I do wanna let you know, you only have 30 days from the date of your first check to get enrolled. Okay. So, if it is something that you're interested in, make sure you do so within that 30-day window. Okay, thank you. You're welcome. Have a good day. Okay. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, how are you doing?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: Good. I'm Cherley. Um, I was apply for a job at HSS, Hospitality Staffing Solutions, and I receive, uh, I already filled out all this paper, and I receive a, um, a email from you, Benefits in a Card, and that email mean, "We will be glad to assist you regarding your enrollment form your, for benefits offered, um, by your employer, Hospitality Staffing Solutions, LSC. Your assistance is needed to continue the processing of your enrollment, as information is either missing or needs to be clarified. Please be advi-, um, advised that as of, um, 4/9/25," and that mean I have 30 days from your first, from my first payroll check to contact us to make any change or enroll. But I don't know. I'm just reach out to, to see what, what happened, what's going on, like... Because I received em- um, the email from you. From us, I mean.

Speaker speaker_0: Okay.

Speaker speaker_1: Sorry.

Speaker speaker_0: Okay, let me pull up your file to see specifically what's going on. We work for multiple staffing agencies. What's the last four of your Social?

Speaker speaker_1: 30 54.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Um, Cherley Minalda Theodore. Cherley M. Theodore.

Speaker speaker_0: Okay, do you spell your first name S-C-H-E-R-L-E-Y?

Speaker speaker_1: Yes, exactly.

Speaker speaker_0: And then last name is Theodore?

Speaker speaker_1: Yeah, Theodore.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 7436 Buket Kenyon and it's 8/26. I mean, yeah, August 26th, mm, 1996.

Speaker speaker_0: Okay. Phone number is 702-747-1855.

Speaker speaker_1: Exactly.

Speaker speaker_0: And then email is lastnamefirstname@gmail.com.

Speaker speaker_1: And... Exactly.

Speaker speaker_0: Okay. Um, so we were just trying to contact you because, again, we administer the medical benefits being offered through Hospitality Staffing Solutions. We did receive a enrollment form that you filled out requesting coverage, but it also looked like you requested to decline. So we were just trying to see if you're wanting to enroll or if you're trying to decline the benefits.

Speaker speaker_1: Can you repeat it, uh, again, the last sentence?

Speaker speaker_0: We are trying to verify if you are wanting to enroll into the medical insurance or if you're wanting to decline the benefits.

Speaker speaker_1: Mm. Oh, okay, I understand. So if I, um... What should I do? If I'm interested, like, I can just enroll? If I, um, if I don't want, I can just decline?

Speaker speaker_0: Yes, exactly. If you want to enroll, then we will need to enroll you into the plans that you are interested in. If you are not wanting to enroll, then we will then need to decline the coverage. So, that's all we're trying to figure out.

Speaker speaker_1: Oh, okay. That mean I, I will lose the job?

Speaker speaker_0: No, no, sir.

Speaker speaker_1: Oh, okay. Okay, okay, okay.

Speaker speaker_0: This is just-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... for the medical insurance they offer.

Speaker speaker_1: That's a, that's an option?

Speaker speaker_0: It is an option. It, it is not something-

Speaker speaker_1: Oh, okay, okay.

Speaker speaker_0: ... that you have to take.

Speaker speaker_1: Okay, okay, okay, got it.

Speaker speaker_0: So are you wanting to enroll or are you not wanting to enroll?

Speaker speaker_1: Um, I will do that later. Uh, I will thinking about that and I will, I will reach out in this number-

Speaker speaker_0: Okay.

Speaker speaker_1: ... if I interested. Thank you. Thank you for assist me.

Speaker speaker_0: You're welcome. Now, I do wanna let you know, you only have 30 days from the date of your first check to get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: So, if it is something that you're interested in, make sure you do so within that 30-day window.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Okay. You too.