

## **Transcript: Estefania**

**Acevedo-5591156423081984-4739823574925312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Yeah. Uh, I received a message that, that I have 30 days or my, for my f- uh, first paycheck to enroll in, in benefits. Okay. Um, are you currently working for a staffing agency? Yeah. Okay. For which one? For, for no- Uh, what benefits is it exactly? Like medical, all that stuff? Yes, sir. Um, so we're the healthcare administrators for staffing agencies. So you received the message most likely you're either in your first 30 days, um, of receiving your first check, so you qualify for benefits, or your company's within their company open enrollment period. What agency do you work for? For par- partner personal. Okay. Um, so did you just start working with them then? Uh, I started working with them, ooh, yeah, I think, like a month, I guess. Yeah. Okay. Um, are you interested in getting benefits? No, not really. I thought it was another kind of benefit. Oh, okay. Then if you want, you can just disregard those messages because they don't auto-enroll their members. Okay. Um, so I don't really have to do anything if you don't want benefits. Okay. You can just disregard them. All right. Yeah, sounds great then. Thank you so much. You're welcome. I hope you have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yeah. Uh, I received a message that, that I have 30 days or my, for my f- uh, first paycheck to enroll in, in benefits.

Speaker speaker\_1: Okay. Um, are you currently working for a staffing agency?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. For which one?

Speaker speaker\_2: For, for no- Uh, what benefits is it exactly? Like medical, all that stuff?

Speaker speaker\_1: Yes, sir. Um, so we're the healthcare administrators for staffing agencies. So you received the message most likely you're either in your first 30 days, um, of receiving your first check, so you qualify for benefits, or your company's within their company open enrollment period. What agency do you work for?

Speaker speaker\_2: For par- partner personal.

Speaker speaker\_1: Okay. Um, so did you just start working with them then?

Speaker speaker\_2: Uh, I started working with them, ooh, yeah, I think, like a month, I guess. Yeah.

Speaker speaker\_1: Okay. Um, are you interested in getting benefits?

Speaker speaker\_2: No, not really. I thought it was another kind of benefit.

Speaker speaker\_1: Oh, okay. Then if you want, you can just disregard those messages because they don't auto-enroll their members.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so I don't really have to do anything if you don't want benefits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You can just disregard them.

Speaker speaker\_2: All right. Yeah, sounds great then. Thank you so much.

Speaker speaker\_1: You're welcome. I hope you have a great day.

Speaker speaker\_2: You too. Bye.