

Transcript: Francesca

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Full Transcript

"Your call may be monitored or recorded for quality assurance purposes." Buenas tardes. Thank you for calling BeneFit General Plan. My name is Francesca. How can I assist you today? Yes, I wanted to know if I could cancel my insurance. Cancel what, I'm sorry? My insurance. Okay, what staffing company do you work with? Um, I work with, um... Well, this is through the agency. Yes, ma'am, that's what I mean by staffing company. Oh, um, Wagner. And what are the last four of your Social? It's 3-5-7-9. And what is your last name? I'm sorry? What is your last name? Gonzalez-Mercier. Please verify your mailing address and date of birth. Um, it's 44 Highland Avenue, Gainesville, Georgia 30501. My date of birth is 03-1987. Okay, for the moment we don't have any contact number on your account. Is it okay to put the phone number you're calling in, ending in 7675? Yes. So at the moment, Ms. Gonzalez, you don't have any enrollment with Wagner Services? No, I don't have any. Yeah, I thought I had, um, applied for it, but I just wanted to make sure. And they told me I had to cancel it for 30, um... I ha-- They, they gave me this number so I can call and cancel it before 30 days or something like that. But if I don't have nothing else, okay. I just wanted to make sure I didn't have anything. Understood. It's very well... Okay, um, it's very well read that they were advising you of their company policy. They are to enroll new hires into that medical preventative care plan- Mm-hmm. ... during their personal enrollment period, which I believe is what they were talking about, those, um, 30 days. The only thing being is you actually work with them back in 2021, so you're what they call a re-hire. Oh, okay. Yes, ma'am, so it won't affect you. Um, I do know there is the possibility that when you start working and your personal enrollment period comes into effect after your first paycheck, their system could be sending you reminders as courtesy to the client. You can simply ignore them. It just doesn't have a way to filter out who is not going to be auto enrolled or who has already declined. But you- Okay. ... won't be auto enrolled into any benefits with Wagner Services. Oh, okay. Understood then. All right. Was there anything else we can assist you with today? No, that was it, ma'am. I do hope you have a wonderful rest of your day. Thank you for your time today. Okay.

Conversation Format

Speaker speaker_1: "Your call may be monitored or recorded for quality assurance purposes."

Speaker speaker_2: Buenas tardes. Thank you for calling BeneFit General Plan. My name is Francesca. How can I assist you today? Yes, I wanted to know if I could cancel my insurance.

Speaker speaker_1: Cancel what, I'm sorry?

Speaker speaker_2: My insurance.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Um, I work with, um... Well, this is through the agency.

Speaker speaker_1: Yes, ma'am, that's what I mean by staffing company.

Speaker speaker_2: Oh, um, Wagner.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: It's 3-5-7-9.

Speaker speaker_1: And what is your last name?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What is your last name?

Speaker speaker_2: Gonzalez-Mercier.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: Um, it's 44 Highland Avenue, Gainesville, Georgia 30501. My date of birth is 03-1987.

Speaker speaker_1: Okay, for the moment we don't have any contact number on your account. Is it okay to put the phone number you're calling in, ending in 7675?

Speaker speaker_2: Yes.

Speaker speaker_1: So at the moment, Ms. Gonzalez, you don't have any enrollment with Wagner Services?

Speaker speaker_2: No, I don't have any. Yeah, I thought I had, um, applied for it, but I just wanted to make sure. And they told me I had to cancel it for 30, um... I ha-- They, they gave me this number so I can call and cancel it before 30 days or something like that. But if I don't have nothing else, okay. I just wanted to make sure I didn't have anything.

Speaker speaker_1: Understood. It's very well... Okay, um, it's very well read that they were advising you of their company policy. They are to enroll new hires into that medical preventative care plan-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... during their personal enrollment period, which I believe is what they were talking about, those, um, 30 days. The only thing being is you actually work with them back in 2021, so you're what they call a re-hire.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, ma'am, so it won't affect you. Um, I do know there is the possibility that when you start working and your personal enrollment period comes into effect after your first paycheck, their system could be sending you reminders as courtesy to the client. You can simply ignore them. It just doesn't have a way to filter out who is not going to be auto enrolled or who has already declined. But you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... won't be auto enrolled into any benefits with Wagner Services.

Speaker speaker_2: Oh, okay. Understood then.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, that was it, ma'am.

Speaker speaker_1: I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Okay.