

Transcript: Chris Sofield

(deactivated)-4604552049639424-4812376994267136

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Lubriel Montalva? Who's speaking? My name is Chris. I'm with Benefits and a Card, calling on behalf of BG Staffing, or BGSS. How you doing, buddy? I'm doing all right. This Mr. Montalva? Yes, sir. All right. Before we continue, this- this call is being recorded for quality assurance and training purposes. We've been calling regarding a health insurance enrollment form that you filled out when you signed up to work through BG. Uh, you s- you selected the, uh, employee and child level of coverage for vision, um, on the form. But where it says... where the dependent coverage section is, um, we're missing the information needed to be able to add your child onto the policy. Oh, I- I- I think I, I kind of, like, messed up. I just want it for myself. Okay, no problem. We just were calling to, uh, confirm if you were looking for employee and child coverage, and if so, to get the missing information. But since it's going to be for just yourself, we can just process it that way. Okay. No problem. Appreciate it. No problem. Thanks for taking the time to speak with me. You have a wonderful day. You too, sir. Thank you. You're welcome. Mm-hmm. Bye now. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

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

Speaker speaker_2: Hi, good afternoon. Can I speak with Lubriel Montalva?

Speaker speaker_0: Who's speaking?

Speaker speaker_2: My name is Chris. I'm with Benefits and a Card, calling on behalf of BG Staffing, or BGSS.

Speaker speaker_0: How you doing, buddy?

Speaker speaker_2: I'm doing all right. This Mr. Montalva?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: All right. Before we continue, this- this call is being recorded for quality assurance and training purposes. We've been calling regarding a health insurance enrollment form that you filled out when you signed up to work through BG. Uh, you s- you selected the, uh, employee and child level of coverage for vision, um, on the form. But where it says...

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Speaker speaker_0: Okay. No problem. Appreciate it.

Speaker speaker_2: No problem. Thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker_0: You too, sir. Thank you.

Speaker speaker_2: You're welcome. Mm-hmm. Bye now.

Speaker speaker_0: Okay. Bye-bye.