

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center. My name's Stephanie. How can I assist you? Yes, ma'am. This is, uh, Chris Cardenas. How can I help you? Yes, ma'am. I had just received a voicemail about my, uh, how I was gonna be getting my, uh, paycheck, my first paycheck. And I thought I had enrolled in the direct deposit. Okay. Um, was it regarding the healthcare benefits? No, ma'am. No, it wasn't regarding the healthcare... I thought it, I thought it was my first paycheck, ma'am. It wasn't regarding the healthcare benefits, no. Oh, okay. Because this number, it... We're the healthcare administrators for staffing agencies. Okay. So what exactly- Oh, really? Okay. Yes, sir. So what did the voicemail say? Okay. Because this is the number that you would call to enroll into healthcare benefits. That's just stupid. I didn't plan it. Okay. Uh, the voicemail said, "Hi, in a card calling on behalf of the staffing agency. We are processing, uh, you choose two plans that have, that could be, uh, chilling together so that we just calling to confirm which plan you wanted to enroll in at this moment. You'll be enrolled in the lower price." Okay. Oh, okay. This is for health insurance, ma'am. I apologize. Yes, sir. It's okay. Um, I got... I don't... It's okay. I'm, I, do I have to enroll in health, in health, in the healthcare plan? Um, so what staffing agency do you work for? I work for MAU Staffing Agency. So, it looks like you must have done a enrollment form and selected multiple, um, plans that can't be combined. To look into your file and to see what that voicemail was about, I would need to get in your files. Um, for that I need the staffing agency that you work for, which you already said it was MAU, and then I would just need the last four of your Social. Okay. Uh, 7401. And I, I'm sorry, ma'am. I misunderstood, I guess. I, I don't, really don't wanna get in any health plan right now. Uh, okay. I'll, I'll wait until I get hired. Actually I'll wait until I get hired on with Yamaha. No, that's fine. And, and go ahead and get health insurance through them. Gotcha. So, I would have to decline you because by what the voicemail sounds, it loo- looks like since you selected multiple coverages, they enrolled you into the lowest ones. So I would have to cancel that pending enrollment. Um, but before I do that, I would have to verify information from you before I continue the call. Um, for security purposes, do you mind verifying your address as well as your date of birth for me? Yes. My date of birth is May 5th, 1969. And, um, my address is 44 Horseshoe Court, Hiram, Georgia, 30141. Okay, thank you. Is your phone number the 556-0025? That is correct. And then I have CL, your last name, 1969 at gmail.com. Is that still up-to-date? Yes, it is. Okay. And then due to the fact that the call is being recorded, you said that you didn't want any coverage from MAU? That is correct, ma'am. I do not want any coverage from MAU. Okay. I went ahead and declined your coverage, um, so you won't be enrolled into any benefits. I don't know if you have any more questions for me. No, ma'am. We're good to go. Thank you very much. I really appreciate your assistance. You're welcome. I hope you have a good day, sir. You too. Thank you, ma'am. Bye-bye. 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 Center. My name's Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. This is, uh, Chris Cardenas.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Yes, ma'am. I had just received a voicemail about my, uh, how I was gonna be getting my, uh, paycheck, my first paycheck. And I thought I had enrolled in the direct deposit.

Speaker speaker_1: Okay. Um, was it regarding the healthcare benefits?

Speaker speaker_2: No, ma'am. No, it wasn't regarding the healthcare... I thought it, I thought it was my first paycheck, ma'am. It wasn't regarding the healthcare benefits, no.

Speaker speaker_1: Oh, okay. Because this number, it... We're the healthcare administrators for staffing agencies.

Speaker speaker_2: Okay.

Speaker speaker_1: So what exactly-

Speaker speaker_2: Oh, really? Okay.

Speaker speaker_1: Yes, sir. So what did the voicemail say?

Speaker speaker_2: Okay.

Speaker speaker_1: Because this is the number that you would call to enroll into healthcare benefits.

Speaker speaker_2: That's just stupid. I didn't plan it. Okay. Uh, the voicemail said, "Hi, in a card calling on behalf of the staffing agency. We are processing, uh, you choose two plans that have, that could be, uh, chilling together so that we just calling to confirm which plan you wanted to enroll in at this moment. You'll be enrolled in the lower price." Okay. Oh, okay. This is for health insurance, ma'am. I apologize.

Speaker speaker_1: Yes, sir. It's okay.

Speaker speaker_2: Um, I got... I don't... It's okay. I'm, I, do I have to enroll in health, in health, in the healthcare plan?

Speaker speaker_1: Um, so what staffing agency do you work for?

Speaker speaker_2: I work for MAU Staffing Agency.

Speaker speaker_1: So, it looks like you must have done a enrollment form and selected multiple, um, plans that can't be combined. To look into your file and to see what that voicemail was about, I would need to get in your files. Um, for that I need the staffing agency that you work for, which you already said it was MAU, and then I would just need the last four of your Social.

Speaker speaker_2: Okay. Uh, 7401. And I, I'm sorry, ma'am. I misunderstood, I guess. I, I don't, really don't wanna get in any health plan right now.

Speaker speaker_1: Uh, okay.

Speaker speaker_2: I'll, I'll wait until I get hired. Actually I'll wait until I get hired on with Yamaha.

Speaker speaker_1: No, that's fine.

Speaker speaker_2: And, and go ahead and get health insurance through them.

Speaker speaker_1: Gotcha. So, I would have to decline you because by what the voicemail sounds, it loo- looks like since you selected multiple coverages, they enrolled you into the lowest ones. So I would have to cancel that pending enrollment. Um, but before I do that, I would have to verify information from you before I continue the call. Um, for security purposes, do you mind verifying your address as well as your date of birth for me?

Speaker speaker_2: Yes. My date of birth is May 5th, 1969. And, um, my address is 44 Horseshoe Court, Hiram, Georgia, 30141.

Speaker speaker_1: Okay, thank you. Is your phone number the 556-0025?

Speaker speaker_2: That is correct.

Speaker speaker_1: And then I have CL, your last name, 1969 at gmail.com. Is that still up-to-date?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. And then due to the fact that the call is being recorded, you said that you didn't want any coverage from MAU?

Speaker speaker_2: That is correct, ma'am. I do not want any coverage from MAU.

Speaker speaker_1: Okay. I went ahead and declined your coverage, um, so you won't be enrolled into any benefits. I don't know if you have any more questions for me.

Speaker speaker_2: No, ma'am. We're good to go. Thank you very much. I really appreciate your assistance.

Speaker speaker_1: You're welcome. I hope you have a good day, sir.

Speaker speaker_2: You too. Thank you, ma'am. Bye-bye.

Speaker speaker_1: Bye.