

Transcript: Estefania

Acevedo-5996741084233728-5464592757211136

Full Transcript

Thank you for calling. You will now be connected- Your call may be monitored or recorded for quality assurance purposes. ... to the person you dialed. Hi. Just one moment while your call is connected. Hello? Hi. That line is ringing. Just one moment. That line is still ringing. Oh, and it's actually going to an answering machine. It says the person you've tried to contact is not available. Would you like to leave a message? Yes. Um, I was actually calling from Benefits in a Card on behalf of the staffing agency that they applied for, being BGSS. Um, we're currently processing an enrollment form that Ms. Fox filled out, um, and it looks like she selected enrolled into coverage, but sh- she also selected not to participate. So, we were actually calling to see if she indeed want to enroll into the benefits or if she wanted to decline. Since we haven't gotten, um, a chance to reach her, at the time, coverage will be declined. Um, she does have 30 days from the day that she receives her first check to be eligible to enroll into healthcare benefits if she wishes. And so, um, but at the time, coverage will be declined due to the fact that we can't reach her. And then, w- we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern time. And our phone number is 800-497-4856. Again, 800-497-4856. Okay. Your message will be sent. All right. Thank you. Have a nice day. Thanks. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling. You will now be connected-

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

Speaker speaker_0: ... to the person you dialed.

Speaker speaker_2: Hi. Just one moment while your call is connected.

Speaker speaker_3: Hello?

Speaker speaker_2: Hi. That line is ringing. Just one moment. That line is still ringing. Oh, and it's actually going to an answering machine. It says the person you've tried to contact is not available. Would you like to leave a message?

Speaker speaker_3: Yes. Um, I was actually calling from Benefits in a Card on behalf of the staffing agency that they applied for, being BGSS. Um, we're currently processing an enrollment form that Ms. Fox filled out, um, and it looks like she selected enrolled into coverage, but sh- she also selected not to participate. So, we were actually calling to see if

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Speaker speaker_2: Okay. Your message will be sent.

Speaker speaker_3: All right. Thank you. Have a nice day.

Speaker speaker_2: Thanks. You too. Bye-bye.