

Transcript: Estefania

Acevedo-6299754313596928-6255667044728832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for contacting Benefits Center Card. My name is Stephanie. How can I assist you? Yes, hi. My name is Tanisha Litten and I had received an email with you guys stating that I needed to contact you because maybe it was an error with my, um, payroll stuff. I had did direct deposit. Okay. Yeah, I can check real quick just to make sure. Um, what are the last four of your social as well as the name of the staffing agency that you work for? The last four of the social is 1720 and the staffing associate is Hamilton Riker. Okay, thank you. For security purposes, um, could I get your name, address, and date of birth? You said name, address, and date of birth? Correct. Tanisha Litten, and the address is 606 Highway 25 South Aberdeen, Mississippi. And you said date of birth? Correct. 12/28/01. Okay. Is 662-813-3362 your phone number? Yes, ma'am. Okay. And then I have a-k-u-a period n-e-n-e 2001 at gmail.com. Is that up to date? Yes, ma'am. Okay. Give me one second. Let me check. Okay. So, it actually looks like the reason why they contacted you, um, because they were processing the enrollment forms for your staffing agency and your c- and the enrollment form was left blank, so no coverage was selected for if you want to enroll into the healthcare benefits. And, um, also your declination- Oh. No, ma'am. I didn't- I didn't want the, um, I didn't want the health benefits because I already have, um, health insurance. I'm with, um, Magnolia or something like that. Oh. Okay. Okay. So, you want to decline it? Yes, ma'am. I wanted to decline the insurance. Okay. Gotcha. Okay. I'll go ahead and process that declination. So, you're all good. All righty. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for contacting Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, hi. My name is Tanisha Litten and I had received an email with you guys stating that I needed to contact you because maybe it was an error with my, um, payroll stuff. I had did direct deposit.

Speaker speaker_1: Okay. Yeah, I can check real quick just to make sure. Um, what are the last four of your social as well as the name of the staffing agency that you work for?

Speaker speaker_2: The last four of the social is 1720 and the staffing associate is Hamilton Riker.

Speaker speaker_1: Okay, thank you. For security purposes, um, could I get your name, address, and date of birth?

Speaker speaker_2: You said name, address, and date of birth?

Speaker speaker_1: Correct.

Speaker speaker_2: Tanisha Litten, and the address is 606 Highway 25 South Aberdeen, Mississippi. And you said date of birth?

Speaker speaker_1: Correct.

Speaker speaker_2: 12/28/01.

Speaker speaker_1: Okay. Is 662-813-3362 your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then I have a-k-u-a period n-e-n-e 2001 at gmail.com. Is that up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me one second. Let me check. Okay. So, it actually looks like the reason why they contacted you, um, because they were processing the enrollment forms for your staffing agency and your c- and the enrollment form was left blank, so no coverage was selected for if you want to enroll into the healthcare benefits. And, um, also your declination-

Speaker speaker_2: Oh. No, ma'am. I didn't- I didn't want the, um, I didn't want the health benefits because I already have, um, health insurance. I'm with, um, Magnolia or something like that.

Speaker speaker_1: Oh. Okay. Okay. So, you want to decline it?

Speaker speaker_2: Yes, ma'am. I wanted to decline the insurance.

Speaker speaker_1: Okay. Gotcha. Okay. I'll go ahead and process that declination. So, you're all good.

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.