

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unlocked. You have ... my associate today. Hey, uh, this is for Aaron Montfort. I, I just called, I was just calling back. I was trying to see if, uh, if, if it was possible for a refund or, or is that just already taken? Okay. What staffing company do you work with, sir? I'm sorry, say again? What staffing company do you work with? Uh, Bridge Staffing. Okay, so I'll have to look for your account. What are the last four of your Social? Uh, 1072. Again, sorry sir, I only got 107. Oh, 1072. And what is the last name? Uh, Montfort, M-O-N-T-F-O-R-T. All right. And to make sure that I'm on the right account, could you verify the mailing address made of birth? Uh, yes. Uh, 3515 Pleasant Dale Road, Georgia, Georgia. Um, March 15th, 1992. I have the best number to reach you down as 912-503-8617. Yes, ma'am. That's the email of your first and last name at yahoo.com? Yes. Mm-hmm. So I do see here that your enrollment was processed due to the auto-enrollment with search policies. There have been company policy where they will auto-enroll their new hires into that medical preventative care plan that you canceled. Unfortunately, due to it being part of our company policy, you wouldn't be able to claim a reimbursement on it. Oh, okay. You said they don't do the refund? No, sir. I apologize. Oh, okay. All right. That's fine. Thank you, though. No problem. Hope you have a wonderful rest of your day, and thank you for calling Benefits Unlocked today. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Unlocked. You have

Speaker speaker_2: ... my associate today.

Speaker speaker_3: Hey, uh, this is for Aaron Montfort. I, I just called, I was just calling back. I was trying to see if, uh, if, if it was possible for a refund or, or is that just already taken? Okay. What staffing company do you work with, sir? I'm sorry, say again?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_3: Uh, Bridge Staffing.

Speaker speaker_1: Okay, so I'll have to look for your account. What are the last four of your Social?

Speaker speaker_3: Uh, 1072.

Speaker speaker_1: Again, sorry sir, I only got 107.

Speaker speaker_3: Oh, 1072.

Speaker speaker_1: And what is the last name?

Speaker speaker_3: Uh, Montfort, M-O-N-T-F-O-R-T.

Speaker speaker_1: All right. And to make sure that I'm on the right account, could you verify the mailing address made of birth?

Speaker speaker_3: Uh, yes. Uh, 3515 Pleasant Dale Road, Georgia, Georgia. Um, March 15th, 1992.

Speaker speaker_1: I have the best number to reach you down as 912-503-8617.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: That's the email of your first and last name at yahoo.com?

Speaker speaker_3: Yes. Mm-hmm.

Speaker speaker_1: So I do see here that your enrollment was processed due to the auto-enrollment with search policies. There have been company policy where they will auto-enroll their new hires into that medical preventative care plan that you canceled. Unfortunately, due to it being part of our company policy, you wouldn't be able to claim a reimbursement on it.

Speaker speaker_3: Oh, okay. You said they don't do the refund?

Speaker speaker_1: No, sir. I apologize.

Speaker speaker_3: Oh, okay. All right. That's fine. Thank you, though.

Speaker speaker_1: No problem. Hope you have a wonderful rest of your day, and thank you for calling Benefits Unlocked today.

Speaker speaker_3: All right. Thank you.