

Transcript: Francesca

Baez-5495018233479168-5454608312254464

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. All right. Good afternoon. My name is Francesca with BenefitsNet Card, looking to speak with Ms. Garza on behalf of BGS Passing. Oh, it's me. Hi. How are you doing, Ina? Good. How are you? Um, I was calling in regards to an enrollment form for health insurance you filled November 13, 2024. Okay. So this is for insurance- I don't need any insurance. I pay, I pay insurance out-of-pocket already so I don't need any type of insurance. I don't need, um, anything for doctor's visits, anything for vision, dental. It's automated. Okay. The only reason and the only purpose of this call was because you selected one plan and you also chose not participating. We're just calling to verify that. We'll go ahead and process the declination. Thank you for taking my call. Hope you have a wonderful rest of your day. You too. Thank you. Oh.

Conversation Format

Speaker speaker_0: Hello?

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

Speaker speaker_0: All right.

Speaker speaker_2: Good afternoon. My name is Francesca with BenefitsNet Card, looking to speak with Ms. Garza on behalf of BGS Passing.

Speaker speaker_3: Oh, it's me. Hi. How are you doing, Ina?

Speaker speaker_2: Good. How are you? Um, I was calling in regards to an enrollment form for health insurance you filled November 13, 2024.

Speaker speaker_3: Okay.

Speaker speaker_2: So this is for insurance-

Speaker speaker_3: I don't need any insurance. I pay, I pay insurance out-of-pocket already so I don't need any type of insurance. I don't need, um, anything for doctor's visits, anything for vision, dental. It's automated.

Speaker speaker_2: Okay. The only reason and the only purpose of this call was because you selected one plan and you also chose not participating. We're just calling to verify that. We'll go ahead and process the declination. Thank you for taking my call. Hope you have a wonderful rest of your day.

Speaker speaker_3: You too. Thank you. Oh.