

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benessa Dental Care. My name is Francesca. How can I assist you today? Uh, this is, uh, cus, uh, I hope, uh... I reserved with an email con- recording my enrollment form, uh, for, uh, offering by hospital staffing solution. I want to, I want to clarify that I mistakenly selected the insurance option on the form. When I ch- tried to correct this mistake, I was unable to remove it. I do not wish to participate in the insurance plan and I would appreciate your assistance in correcting this error. Please let me know what step I need to take to resolve this issue. Sure thing, ma'am. Let's take a look at the account. What are the last four of the Social? Sorry? Yes, ma'am. I need to locate your account. What are the last four digits of your Social security number? The last, uh, the last number of my Social Security? The last four, ma'am. The last four digits- Okay. ... of your Social security number. Okay, uh, one second please. Okay. Mm-hmm. Five, nine, seven, one. And what is your last name? Meri Kelia. All right, and then lastly, could you please verify your mailing address and date of birth to make sure I'm on the right a- acc-account? Hmm, my, uh, my email account? No, your mailing address, ma'am. My address? Yes, ma'am. 6638 South Crest. And what is the l- the word after South Crest on your address? Um, what? Number of apartment? Yes, ma'am. No, there is a word after South Crest in your address. Brookline? Yes, so- No, ma'am. If you have any- that you have received by mail, I would recommend reading your address from there. Uh, sorry, I, I can't understand what did you say. I need you to give me your full mailing address. I need to verify that I'm on the right account. If you do not know the full address, I will recommend getting a letter, uh, you have received in the mail and it will have your address complete in there. Yes, it's 638 South Crest Court, Apartment three. Okay, and then what is your date of birth, your birthday? Uh, it's February 9th, 2000. Can I have your best phone number to call you, 412-303-3455? Yes. And then your email is down as your last name, your first name, 2000@gmail.com. Yes. Let's see. I want to cancel the insurance. So actually, there isn't anything to cancel 'cause when you submitted the form, you also clicked do not participate. Since they were unable to reach you, they just declined their benefits. Hmm. So they didn't enroll you into anything. Usually when we process those forms and we see things like that, if we're unable to reach the customer, we don't process any enrollment, we decline the enrollment until we're able to speak with you and confirm if you wanted to enroll or not. But as of right now, you're not enrolled into anything. Okay, because when I, uh, when I fill out the, the form, I mistakenly selected the insurance. Yes, ma'am. It's okay. They went ahead and put it down as a declination. Okay. All right. Was there anything else we can assist you with today? No, that's right. All right, I hope you have a wonderful rest of your day and thank you for your time today. I'm sorry? Yes, ma'am. I was just saying thank you for calling today and to have a nice rest of your day. I call, I call today just for this, uh, this, I want to cancel the

insurance. Yes, ma'am, but please understand that I cannot cancel something you do not have. Uh, please, uh, is there any translator left? Because I don't speak very well English, so I, I understand just a little bit. We only have Spanish or English. You don't have coverage, ma'am. They didn't enroll you. There's nothing to cancel. Ah, okay, okay. Okay, I, I, I got it. Yes, ma'am. Have a great day. Thank you. Have a good one. Thank you. You're welcome. 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 Benessa Dental Care. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, this is, uh, cus, uh, I hope, uh... I reserved with an email con- recording my enrollment form, uh, for, uh, offering by hospital staffing solution. I want to, I want to clarify that I mistakenly selected the insurance option on the form. When I ch- tried to correct this mistake, I was unable to remove it. I do not wish to participate in the insurance plan and I would appreciate your assistance in correcting this error. Please let me know what step I need to take to resolve this issue.

Speaker speaker_1: Sure thing, ma'am. Let's take a look at the account. What are the last four of the Social?

Speaker speaker_2: Sorry?

Speaker speaker_1: Yes, ma'am. I need to locate your account. What are the last four digits of your Social security number?

Speaker speaker_2: The last, uh, the last number of my Social Security?

Speaker speaker_1: The last four, ma'am. The last four digits-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of your Social security number.

Speaker speaker_2: Okay, uh, one second please.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm. Five, nine, seven, one.

Speaker speaker_1: And what is your last name?

Speaker speaker_2: Meri Kelia.

Speaker speaker_1: All right, and then lastly, could you please verify your mailing address and date of birth to make sure I'm on the right a- acc-account?

Speaker speaker_2: Hmm, my, uh, my email account?

Speaker speaker_1: No, your mailing address, ma'am.

Speaker speaker_2: My address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 6638 South Crest.

Speaker speaker_1: And what is the I- the word after South Crest on your address?

Speaker speaker_2: Um, what? Number of apartment?

Speaker speaker_1: Yes, ma'am. No, there is a word after South Crest in your address.

Speaker speaker_2: Brookline? Yes, so-

Speaker speaker_1: No, ma'am. If you have any- that you have received by mail, I would recommend reading your address from there.

Speaker speaker_2: Uh, sorry, I, I can't understand what did you say.

Speaker speaker_1: I need you to give me your full mailing address. I need to verify that I'm on the right account. If you do not know the full address, I will recommend getting a letter, uh, you have received in the mail and it will have your address complete in there.

Speaker speaker_2: Yes, it's 638 South Crest Court, Apartment three.

Speaker speaker_1: Okay, and then what is your date of birth, your birthday?

Speaker speaker_2: Uh, it's February 9th, 2000.

Speaker speaker_1: Can I have your best phone number to call you, 412-303-3455?

Speaker speaker_2: Yes.

Speaker speaker_1: And then your email is down as your last name, your first name, 2000@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see.

Speaker speaker_2: I want to cancel the insurance.

Speaker speaker_1: So actually, there isn't anything to cancel 'cause when you submitted the form, you also clicked do not participate. Since they were unable to reach you, they just declined their benefits.

Speaker speaker_2: Hmm.

Speaker speaker_1: So they didn't enroll you into anything. Usually when we process those forms and we see things like that, if we're unable to reach the customer, we don't process any enrollment, we decline the enrollment until we're able to speak with you and confirm if you wanted to enroll or not. But as of right now, you're not enrolled into anything.

Speaker speaker_2: Okay, because when I, uh, when I fill out the, the form, I mistakenly selected the insurance.

Speaker speaker_1: Yes, ma'am. It's okay. They went ahead and put it down as a declination.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's right.

Speaker speaker_1: All right, I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yes, ma'am. I was just saying thank you for calling today and to have a nice rest of your day.

Speaker speaker_2: I call, I call today just for this, uh, this, I want to cancel the insurance.

Speaker speaker_1: Yes, ma'am, but please understand that I cannot cancel something you do not have.

Speaker speaker_2: Uh, please, uh, is there any translator left? Because I don't speak very well English, so I, I understand just a little bit.

Speaker speaker_1: We only have Spanish or English. You don't have coverage, ma'am. They didn't enroll you. There's nothing to cancel.

Speaker speaker_2: Ah, okay, okay. Okay, I, I, I got it.

Speaker speaker_1: Yes, ma'am. Have a great day.

Speaker speaker_2: Thank you. Have a good one. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.