

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Hello. My name is Francesca looking to speak with Mr. Valenzuela on behalf of VGS Staffing. Yeah. Hi. How are you today, sir? Not too bad. How are you? Good. Thank you for asking. Um, we were just calling to confirm regarding the enrollment form you filled out yesterday, April 29th. It shows that you selected their primary virtual services, but also to opt out. So I'm just confirming that there wasn't an issue and you are declining coverage for the moment. Um, declining coverage w- well... A- as for what? The insurance with VGS Staffing. Oh. No, I'm not de- I'm not declining it. Okay. So did you want us to bother the enrollment into the primary virtual care plan? Yes, please. Understood. It will be \$5.99 for a paycheck once you start working. When you see the first deduction, following Monday will be when your coverage becomes effective and the system will- Oh. I'm sorry. ... send you an activation email. Yes? Okay, so is... That's medical, um, insurance? Yes, sir. That will be a virtual health insurance primary care plan. Okay, yeah. You know what? Yeah. Then, yeah. Cancel that, um, because I, I, I am a veteran and I do have, uh, he- healthcare. Sure thing, sir. Then we'll go ahead and process the declination. With that being said, thank you for your time. Have a great day. Thank you. You, too.

Conversation Format

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

Speaker speaker_1: Good afternoon.

Speaker speaker_2: Hello.

Speaker speaker_1: My name is Francesca looking to speak with Mr. Valenzuela on behalf of VGS Staffing.

Speaker speaker_2: Yeah. Hi.

Speaker speaker_1: How are you today, sir?

Speaker speaker_2: Not too bad. How are you?

Speaker speaker_1: Good. Thank you for asking. Um, we were just calling to confirm regarding the enrollment form you filled out yesterday, April 29th. It shows that you selected their primary virtual services, but also to opt out. So I'm just confirming that there wasn't an issue and you are declining coverage for the moment.

Speaker speaker_2: Um, declining coverage w- well... A- as for what?

Speaker speaker_1: The insurance with VGS Staffing.

Speaker speaker_2: Oh. No, I'm not de- I'm not declining it.

Speaker speaker_1: Okay. So did you want us to bother the enrollment into the primary virtual care plan?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Understood. It will be \$5.99 for a paycheck once you start working. When you see the first deduction, following Monday will be when your coverage becomes effective and the system will-

Speaker speaker_2: Oh. I'm sorry.

Speaker speaker_1: ... send you an activation email. Yes?

Speaker speaker_2: Okay, so is... That's medical, um, insurance?

Speaker speaker_1: Yes, sir. That will be a virtual health insurance primary care plan.

Speaker speaker_2: Okay, yeah. You know what? Yeah. Then, yeah. Cancel that, um, because I, I, I am a veteran and I do have, uh, he- healthcare.

Speaker speaker_1: Sure thing, sir. Then we'll go ahead and process the declination. With that being said, thank you for your time. Have a great day.

Speaker speaker_2: Thank you. You, too.