

Transcript: Francesca

Baez-5827086120566784-5417594341998592

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, I was calling because y'all called me. I just got an email about Wagner. Okay. Did they leave any voicemail, um, or in regards to what the email said? Um, the email, I think, it's got something to do with, um, the enrollment information or if there needs to be m- is missing or needs to be clarified. So I'll have to get into the account to see specifically, um, what's in regards to. What staffing company do you work with? Um, Wagner Service Solutions. What are the last four of the social? 0849. Give, bear with me one moment. Okay. Bear with me one moment, ma'am. Um, I'm waiting for it to populate. The system's a little slow. Okay. Hm. Could you your mailing address and your date of birth so I can make sure I have the right account in front? Um, 8168 Plantation Trace, Covington, Georgia 30014. And what was the other one? The date of birth. 0913 2002. All right. We do show bus phone number 4703435125. Yes. Wait. Could we... Yes, ma'am? You said, say that number again. I'm sorry. 4703435125. No, that's the, my old number. I got a new number. Should I change it to the one you're calling on ending in 8615? Yes. All right. And we have your email down as k with two a 0913 at gmail.com. Yes. Oh, I see. So they were giving you a call because we received a form you had filled out April 2nd, 2025 in which you were requesting to have medical benefits for yourself. So then you put that you did not choose to participate. So we're just calling to confirm your selection. Were you declining coverage with Wagner Services at the time? Um, yes. Understood. I'll go ahead and inform that representative and let them know. Thank you so much for your time. No problem. Thank you. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, I was calling because y'all called me. I just got an email about Wagner.

Speaker speaker_0: Okay. Did they leave any voicemail, um, or in regards to what the email said?

Speaker speaker_1: Um, the email, I think, it's got something to do with, um, the enrollment information or if there needs to be m- is missing or needs to be clarified.

Speaker speaker_0: So I'll have to get into the account to see specifically, um, what's in regards to. What staffing company do you work with?

Speaker speaker_1: Um, Wagner Service Solutions.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 0849.

Speaker speaker_0: Give, bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment, ma'am. Um, I'm waiting for it to populate. The system's a little slow.

Speaker speaker_1: Okay.

Speaker speaker_0: Hm. Could you your mailing address and your date of birth so I can make sure I have the right account in front?

Speaker speaker_1: Um, 8168 Plantation Trace, Covington, Georgia 30014. And what was the other one?

Speaker speaker_0: The date of birth.

Speaker speaker_1: 0913 2002.

Speaker speaker_0: All right. We do show bus phone number 4703435125.

Speaker speaker_1: Yes. Wait.

Speaker speaker_0: Could we... Yes, ma'am?

Speaker speaker_1: You said, say that number again. I'm sorry.

Speaker speaker_0: 4703435125.

Speaker speaker_1: No, that's the, my old number. I got a new number.

Speaker speaker_0: Should I change it to the one you're calling on ending in 8615?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And we have your email down as k with two a 0913 at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, I see. So they were giving you a call because we received a form you had filled out April 2nd, 2025 in which you were requesting to have medical benefits for yourself. So then you put that you did not choose to participate. So we're just calling to confirm your selection. Were you declining coverage with Wagner Services at the time?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Understood. I'll go ahead and inform that representative and let them know. Thank you so much for your time.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_0: Have a great day.