

Transcript: Francesca

Baez-6356993525202944-6211797592358912

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca calling to speak with Ms. Costell on behalf of BGS Staffing. Hello? Yes, hello. Am I speaking with Mr. Costell, Jamie Costell? Yes. Yes, sir. All right. The reason we're calling, sir, is because we show a pending enrollment that you submitted for benefits for yourself only. Um, however, you had an active dependent of a spouse on the policy, so we were calling to see if you were trying to have benefits for both of you guys and forgot to request employee spouse or if you accidentally added her to the policy as a dependent. Yeah, I really... I don't need this ... I'm calling with the health insurance that your staffing company, BGS Staffing, offers. You submitted an enrollment online- I have my insurance with my, with my job. Yes, sir, BGS Staffing, that is your job. We are the administrators of that insurance. We're calling because you submitted the policy for employee only, but you put your spouse in there as a dependent. It is a form that you filled out on January 16, 2025. No. No, I don't ... Thank you very much. Okay.

Conversation Format

Speaker speaker_0: Hello.

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

Speaker speaker_2: Good afternoon. My name is Francesca calling to speak with Ms. Costell on behalf of BGS Staffing.

Speaker speaker_0: Hello?

Speaker speaker_2: Yes, hello. Am I speaking with Mr. Costell, Jamie Costell?

Speaker speaker_0: Yes. Yes, sir.

Speaker speaker_2: All right. The reason we're calling, sir, is because we show a pending enrollment that you submitted for benefits for yourself only. Um, however, you had an active dependent of a spouse on the policy, so we were calling to see if you were trying to have benefits for both of you guys and forgot to request employee spouse or if you accidentally added her to the policy as a dependent.

Speaker speaker_0: Yeah, I really... I don't need this ...

Speaker speaker_2: I'm calling with the health insurance that your staffing company, BGS Staffing, offers. You submitted an enrollment online-

Speaker speaker_0: I have my insurance with my, with my job.

Speaker speaker_2: Yes, sir, BGS Staffing, that is your job. We are the administrators of that insurance. We're calling because you submitted the policy for employee only, but you put your spouse in there as a dependent. It is a form that you filled out on January 16, 2025.

Speaker speaker_0: No. No, I don't ... Thank you very much.

Speaker speaker_2: Okay.