

Transcript: Francesca

Baez-6552615875035136-5552006875103232

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. Hello. My name is Francesca with Benefits in the Card, looking to speak with Mr. Nasilus on behalf of Integrity Trade Services Staffing. Yes? Good afternoon, sir. We were giving you a call in regards to the enrollment you processed online yesterday. Um, there was one plan that you selected, Behavior Health for yourself and spouse, but you did not provide your spouse's information. We're calling to see if you could provide at least her first and last name and date of birth. Yes. I have her information. All right. You can start with her first and last name, please. My name? No, your spouse's first and last name. Oh. Oh, no, no, no, no, no. Y- you take this from here, please. Yes, sir. You selected to be enrolled into the Behavior Health plan for yourself and your spouse, your wife, but we don't have her information. So I need her first and last name and her date of birth. All right. I don't want... I don't want. Okay. So you want me to take her out and leave only you on the Behavior Health plan? Yeah. Understood. I'll go ahead and switch it for you then. And then once you start working, it's gonna take one to two weeks for them to start making the total deductions for the policy. No. No, sir. That wasn't a question. I was letting you know, once you start working with your staffing company, it will take one to two weeks for them to start making the deductions for the health insurance you selected or that you enrolled in the coverage by mistake. Okay. Okay. So you did- I was being- ... want the insurance, right? I was being foolish. Understood. All right. Thank you so much for your time today. Have a great day. Okay. Good day. Bye-bye. Yeah.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Good afternoon.

Speaker speaker_1: Hello.

Speaker speaker_2: My name is Francesca with Benefits in the Card, looking to speak with Mr. Nasilus on behalf of Integrity Trade Services Staffing.

Speaker speaker_1: Yes?

Speaker speaker_2: Good afternoon, sir. We were giving you a call in regards to the enrollment you processed online yesterday. Um, there was one plan that you selected, Behavior Health for yourself and spouse, but you did not provide your spouse's information. We're calling to see if you could provide at least her first and last name and date of birth.

Speaker speaker_1: Yes. I have her information.

Speaker speaker_2: All right. You can start with her first and last name, please.

Speaker speaker_1: My name?

Speaker speaker_2: No, your spouse's first and last name.

Speaker speaker_1: Oh. Oh, no, no, no, no, no. Y- you take this from here, please.

Speaker speaker_2: Yes, sir. You selected to be enrolled into the Behavior Health plan for yourself and your spouse, your wife, but we don't have her information. So I need her first and last name and her date of birth.

Speaker speaker_1: All right. I don't want... I don't want.

Speaker speaker_2: Okay. So you want me to take her out and leave only you on the Behavior Health plan?

Speaker speaker_1: Yeah.

Speaker speaker_2: Understood. I'll go ahead and switch it for you then. And then once you start working, it's gonna take one to two weeks for them to start making the total deductions for the policy.

Speaker speaker_1: No.

Speaker speaker_2: No, sir. That wasn't a question. I was letting you know, once you start working with your staffing company, it will take one to two weeks for them to start making the deductions for the health insurance you selected or that you enrolled in the coverage by mistake.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. So you did-

Speaker speaker_1: I was being-

Speaker speaker_2: ... want the insurance, right?

Speaker speaker_1: I was being foolish.

Speaker speaker_2: Understood. All right. Thank you so much for your time today. Have a great day.

Speaker speaker_1: Okay. Good day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Yeah.