Transcript: Justin Mills-6435762308857856-5543591888240640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Reagan Johnson? Uh, yeah. Hello? Hey. This is Justin from Benefits in a Card, calling on behalf of Hamilton Record Group. How are you doing today? Good. How are you? Doing well. Um, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton Record yesterday letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down that you wanted both VIP medical plans when technically you're only supposed to choose one of them. So I'm just calling to confirm which VIP plan you wanted to be enrolled into for health insurance. Um... To be honest, I don't really know much about that. I know I already have insurance on me, so- Okay. I mean, I can, I can opt you out of benefits if need be. What was that? I stated I can opt you out of benefits if need be. Like process as a decl- Uh, what do you mean by that? Like process this as a declination where you decline benefits. Um, okay. Okay. So I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today, Reagan? Uh, no, that's it. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. May I speak with Reagan Johnson?

Speaker speaker_2: Uh, yeah. Hello?

Speaker speaker_1: Hey. This is Justin from Benefits in a Card, calling on behalf of Hamilton Record Group. How are you doing today?

Speaker speaker_2: Good. How are you?

Speaker speaker_1: Doing well. Um, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton Record yesterday letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down that you wanted both VIP medical plans when technically you're only supposed to choose one of them. So I'm just calling to confirm which VIP plan you wanted to be enrolled into for health insurance.

Speaker speaker_2: Um... To be honest, I don't really know much about that. I know I already have insurance on me, so-

Speaker speaker_1: Okay. I mean, I can, I can opt you out of benefits if need be.

Speaker speaker_2: What was that?

Speaker speaker_1: I stated I can opt you out of benefits if need be. Like process as a decl-

Speaker speaker_2: Uh, what do you mean by that?

Speaker speaker_1: Like process this as a declination where you decline benefits.

Speaker speaker_2: Um, okay.

Speaker speaker_1: Okay. So I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today, Reagan?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.