

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Um, I'm, uh, uh, I was a Headway, um, employee, and now they're switching to newer, and I'm trying to f- I'm filling out the documents for onboarding, and there's Benefits in a Card thing, uh, enrollment form. I have other co- I have, I have health insurance, I don't need this. But it's not clear to me that... It, it looks like they're just gonna start charging me, 'cause I don't know how to say, "I don't want this." It won't allow me to, to hit the box that says, "No coverage. I choose not to participate." Okay. So, sure. They do not, they don't do auto-enroll. So you, they shouldn't, you shouldn't worry about getting enrolled. Okay. So- Yeah. I think that- ... I chose, I, it allowed me to say Cancel, so I, I chose Cancellation. It, it allowed me- All right. ... to hit that box, but- Yeah. So, I can just say, but I had to fill in all the information. It wouldn't allow me to just say, "I don't want this." Okay. The only thing I could do is create a file for you, but, I mean, they do, they don't do auto-enrollment, so I don't see why they, it's not allowing you to, um, pass the pass of, uh, the part of, uh, Benefits in a Card. Yeah. I don't know. But if you say, uh, hu- hit Cancellation, it will cancel the whole thing you're doing. No, it's just the Benefits in a Card cancellation. Oh, that, that should be fine. That should be- Okay. ... fine because you not, you're not gonna get enrolled in any- anyways if you don't select anything. Okay. All right. Anything else I can do for you, ma'am? Um, um, no, that's it. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I'm, uh, uh, I was a Headway, um, employee, and now they're switching to newer, and I'm trying to f- I'm filling out the documents for onboarding, and there's Benefits in a Card thing, uh, enrollment form. I have other co- I have, I have health insurance, I don't need this. But it's not clear to me that... It, it looks like they're just gonna start charging me, 'cause I don't know how to say, "I don't want this." It won't allow me to, to hit the box that says, "No coverage. I choose not to participate."

Speaker speaker_0: Okay. So, sure. They do not, they don't do auto-enroll. So you, they shouldn't, you shouldn't worry about getting enrolled.

Speaker speaker_1: Okay. So-

Speaker speaker_0: Yeah. I think that-

Speaker speaker_1: ... I chose, I, it allowed me to say Cancel, so I, I chose Cancellation. It, it allowed me-

Speaker speaker_0: All right.

Speaker speaker_1: ... to hit that box, but-

Speaker speaker_0: Yeah.

Speaker speaker_1: So, I can just say, but I had to fill in all the information. It wouldn't allow me to just say, "I don't want this."

Speaker speaker_0: Okay. The only thing I could do is create a file for you, but, I mean, they do, they don't do auto-enrollment, so I don't see why they, it's not allowing you to, um, pass the pass of, uh, the part of, uh, Benefits in a Card.

Speaker speaker_1: Yeah. I don't know.

Speaker speaker_0: But if you say, uh, hu- hit Cancellation, it will cancel the whole thing you're doing.

Speaker speaker_1: No, it's just the Benefits in a Card cancellation.

Speaker speaker_0: Oh, that, that should be fine. That should be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... fine because you not, you're not gonna get enrolled in any- anyways if you don't select anything.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you, ma'am?

Speaker speaker_1: Um, um, no, that's it. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye.