

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hey, how are you doing? Yes, sir. Um, I was just... Oh, I'm fine. I was just calling about, um, my benefits and stuff like that. Okay. So, um. And who do you work for, sir? Ma'am. Ma'am, who do you work for? Hamilton-Riker. Okay. And can I have the last four digits of your Social so I can pull up your file? 0391. Your first and last name? Jonathan Crisp. Sir, just for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Oh, my address is 4500 Simple Drive, Jackson, Tennessee. Date of birth is 4-8-90. Thank you for the information. We have a phone number on file which is 731-435-3776. Uh, no. That's not my number. And then we have your email which is chrispic32@gmail.com. chrisjp32@gmail.com? Mm-hmm. Yes, sir. Yes, that's correct. Okay. Okay, um, okay. So, um, we received a form back in October 7th that you wanted to enroll in the medical plan for you and your child, and then at the same time you choose not to participate. So we sent you an email and we tried to call you to that number we got on file to verify, uh, if you wanted to enroll or not, but we weren't able to reach you. Um, because I- I no longer have that phone. I have a new phone number. Okay. So in that case, I will have to send your information to our eligibility review. Um, they will ha- they're gonna have to let me know if we are able, if we're gonna be able to enroll you or not at this time. Um, that's actually what I was calling about, uh, because I actually do have, like, my own benefits and stuff. Okay. So I was calling to actually, like, decline the benefits, you know? Oh. All the benefits I have. Yeah. Okay. I understand. But then you don't have to worry about it 'cause you never was enrolled. Oh, okay. I know I got a, a email from Hampton Rankin said that I had to enroll before December the 23rd or they were gonna, like, automatically enroll me. So that's why I was calling for- Um- Ma'am? They do- they don't do auto-enrollment. That's weird. Oh, okay. Okay. So, uh, therefore, um, I do actually wanna decline them and revoke those benefits. Okay. So can you actually do that for me? Yeah. So we weren't able to get in touch with you, so that's- that's why you never got enrolled. But I will put- Okay. ... it here that you don't, um, that you declined the benefits anyway. And I'm gonna update your phone number. Is the one you're calling from a good number, sir? Oh, yes, ma'am. It is. All right. Anything else I could do for you? Uh, no, ma'am. I thank you so much. You have a great day. You too. Have a great rest of this day. All right. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, how are you doing?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, I was just... Oh, I'm fine. I was just calling about, um, my benefits and stuff like that.

Speaker speaker_1: Okay.

Speaker speaker_2: So, um.

Speaker speaker_1: And who do you work for, sir?

Speaker speaker_2: Ma'am.

Speaker speaker_1: Ma'am, who do you work for?

Speaker speaker_2: Hamilton-Riker.

Speaker speaker_1: Okay. And can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 0391.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Jonathan Crisp.

Speaker speaker_1: Sir, just for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Oh, my address is 4500 Simple Drive, Jackson, Tennessee. Date of birth is 4-8-90.

Speaker speaker_1: Thank you for the information. We have a phone number on file which is 731-435-3776.

Speaker speaker_2: Uh, no. That's not my number.

Speaker speaker_1: And then we have your email which is chrispjc32@gmail.com.

Speaker speaker_2: chrisjp32@gmail.com?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. Okay, um, okay. So, um, we received a form back in October 7th that you wanted to enroll in the medical plan for you and your child, and then at the same time you choose not to participate. So we sent you an email and we tried to call you to that number we got on file to verify, uh, if you wanted to enroll or not, but we weren't able to reach you.

Speaker speaker_2: Um, because I- I no longer have that phone. I have a new phone number.

Speaker speaker_1: Okay. So in that case, I will have to send your information to our eligibility review. Um, they will ha- they're gonna have to let me know if we are able, if we're gonna be able to enroll you or not at this time.

Speaker speaker_2: Um, that's actually what I was calling about, uh, because I actually do have, like, my own benefits and stuff.

Speaker speaker_1: Okay.

Speaker speaker_2: So I was calling to actually, like, decline the benefits, you know?

Speaker speaker_1: Oh.

Speaker speaker_2: All the benefits I have. Yeah.

Speaker speaker_1: Okay. I understand. But then you don't have to worry about it 'cause you never was enrolled.

Speaker speaker_2: Oh, okay. I know I got a, a email from Hampton Rankin said that I had to enroll before December the 23rd or they were gonna, like, automatically enroll me. So that's why I was calling for-

Speaker speaker_1: Um-

Speaker speaker_2: Ma'am?

Speaker speaker_1: They do- they don't do auto-enrollment. That's weird.

Speaker speaker_2: Oh, okay. Okay. So, uh, therefore, um, I do actually wanna decline them and revoke those benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: So can you actually do that for me?

Speaker speaker_1: Yeah. So we weren't able to get in touch with you, so that's- that's why you never got enrolled. But I will put-

Speaker speaker_2: Okay.

Speaker speaker_1: ... it here that you don't, um, that you declined the benefits anyway. And I'm gonna update your phone number. Is the one you're calling from a good number, sir?

Speaker speaker_2: Oh, yes, ma'am. It is.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: Uh, no, ma'am. I thank you so much. You have a great day.

Speaker speaker_1: You too. Have a great rest of this day.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_1: Bye-bye.