Transcript: Pamela Blanc-6736014185906176-5549461388443648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you? Hey. Um, I recently was employed with, um, Clinical Staffing Resources. Mm-hmm. And I had called in, uh, before I got, uh, even started the job. That I did not wa- I w- opted out on the insurance. Okay. But I got a check today saying that I'm gonna be automatically enrolled in the insurance, and I don't want that insurance. I, I already called and somebody already said they took care of it. Um, but I, I, I- So those, those- Huh, what? ... texts, they do go out automatically because you're still under your 30 days for, um, personal open enrollment. Uh-huh. Most likely that the reason why you didn't receive it is because it declined. What I could do, I could go into your account and check. Yes. Yeah. So please make sure. Yes, if you would, please. May I have the last four digits of your Social? Yeah. 3861. Your first and last name? Rhonda Doyle. Mm. Ms. Doyle, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Yes. Uh, my address is 4406 West Oklahoma Avenue, uh, Tampa, Florida, 33616. Okay. We see your phone number on file, 813-842-8385. Oh yes, uh-huh. I'm sorry. Your email is your first name, last name, 57@yahoo.com? That's correct. So we see, um, your benefits are already declined. Like I said, you received a text because you're still under the 30 days for- Oh, okay. ... um, open enrollment, but you don't have to worry about it. Okay, perfect. Thank you for s- so thank you for checking. Okay, thank you. All right. Uh, 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 10-4. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey. Um, I recently was employed with, um, Clinical Staffing Resources.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I had called in, uh, before I got, uh, even started the job. That I did not wa- I w- opted out on the insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: But I got a check today saying that I'm gonna be automatically enrolled in the insurance, and I don't want that insurance. I, I already called and somebody already said they took care of it. Um, but I, I, I-

Speaker speaker_1: So those, those-

Speaker speaker_2: Huh, what?

Speaker speaker_1: ... texts, they do go out automatically because you're still under your 30 days for, um, personal open enrollment.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Most likely that the reason why you didn't receive it is because it declined. What I could do, I could go into your account and check.

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: So please make sure.

Speaker speaker_2: Yes, if you would, please.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Yeah. 3861.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Rhonda Doyle.

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

Speaker speaker_2: Yes. Uh, my address is 4406 West Oklahoma Avenue, uh, Tampa, Florida, 33616.

Speaker speaker_1: Okay. We see your phone number on file, 813-842-8385.

Speaker speaker_2: Oh yes, uh-huh. I'm sorry.

Speaker speaker_1: Your email is your first name, last name, 57@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: So we see, um, your benefits are already declined. Like I said, you received a text because you're still under the 30 days for-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... um, open enrollment, but you don't have to worry about it.

Speaker speaker_2: Okay, perfect. Thank you for s- so thank you for checking.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: All right. Uh, bye-bye.