

Transcript: Pearl

Rojas-6479248936321024-4957715029999616

Full Transcript

Good morning. Your call may be monitored or recorded for quality assurance purposes. Hi. Was Mr. please? Who am I speaking with? My name is Pearl. I'm calling from Benefits in a Card on behalf of your staff immediacy search staff. I'm sorry, BGSS. Oh, okay. How you doing? BGS. Oh. You had me there- Yeah. ... for a minute because I don't answer 800 numbers. Sorry about that. Um, we're just calling to n- to, um, confirm... We are processing health care enrollment forms and on your form you chose the plan, but then you chose no coverage, you choose not to participate. So we just wanted to know if you needed coverage now. Say that again. I'm not... Like, I'm not understanding what you said. Say that again. Um, we are processing healthcare enrollment forms. Oh, healthcare. And on your f- Yeah. And on your form, you chose some plans, but then you chose no coverage and you choose not to participate. So we're just calling to see if you're wanting your coverage or not. Um, I think I'll get my own insurance on, on the side. All right. I'll go ahead and I'll switch your account. Thank you so much for attending my call. All right. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Good morning.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi. Was Mr. please?

Speaker speaker_0: Who am I speaking with?

Speaker speaker_2: My name is Pearl. I'm calling from Benefits in a Card on behalf of your staff immediacy search staff. I'm sorry, BGSS.

Speaker speaker_0: Oh, okay. How you doing? BGS. Oh. You had me there-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... for a minute because I don't answer 800 numbers.

Speaker speaker_2: Sorry about that. Um, we're just calling to n- to, um, confirm... We are processing health care enrollment forms and on your form you chose the plan, but then you chose no coverage, you choose not to participate. So we just wanted to know if you needed coverage now.

Speaker speaker_0: Say that again. I'm not... Like, I'm not understanding what you said. Say that again.

Speaker speaker_2: Um, we are processing healthcare enrollment forms.

Speaker speaker_0: Oh, healthcare.

Speaker speaker_2: And on your f- Yeah. And on your form, you chose some plans, but then you chose no coverage and you choose not to participate. So we're just calling to see if you're wanting your coverage or not.

Speaker speaker_0: Um, I think I'll get my own insurance on, on the side.

Speaker speaker_2: All right. I'll go ahead and I'll switch your account. Thank you so much for attending my call.

Speaker speaker_0: All right. Thank you.

Speaker speaker_2: Bye.

Speaker speaker_0: Bye.