

Transcript: Pearl

Rojas-6504055101112320-5825420069355520

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hi, with Ms. Monique? Um, yes, this is Monique. Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, BGSF. Oh, yes. Mm-hmm. We are processing healthcare enrollment forms today and on your form you chose, um, coverage, but then you also chose no coverage to choose not to participate. So we're just calling to confirm whether you needed coverage or not. Oh, I don't need coverage. No. I have some right now. All right. I'll go ahead and notice your account. Thank you so much for attending my call. Thank you. Okay, bye. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Hi, with Ms. Monique?

Speaker speaker_2: Um, yes, this is Monique.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staffing agency, BGSF.

Speaker speaker_2: Oh, yes. Mm-hmm.

Speaker speaker_1: We are processing healthcare enrollment forms today and on your form you chose, um, coverage, but then you also chose no coverage to choose not to participate. So we're just calling to confirm whether you needed coverage or not.

Speaker speaker_2: Oh, I don't need coverage. No. I have some right now.

Speaker speaker_1: All right. I'll go ahead and notice your account. Thank you so much for attending my call.

Speaker speaker_2: Thank you. Okay, bye.

Speaker speaker_1: Bye.