

Transcript: Sara

Marulanda-4933746976833536-6199593561178112

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am, who is ... Shaishana Kelso? Who could it be? Hello, Ms. Kelso? This is Benefits in a Call calling on behalf of Source Staffing. Hi. Hi. Um, ma'am, we're processing forms for health care coverage. On your enrollment form, you request, uh, coverage, group coverage for employee plus child, but we don't have the child information, so at this moment the question is, do you still want the coverage for yourself and a child, or just yourself? So, um, I want to opt out of the insurance. Is there any way I can opt out? Oh, yeah, sure. I will do that for you in just a minute while I check this here. Okay. I already canceled the pending enrollment- ... and I declined your auto-enrollment, so you're not gonna be auto-enrolled, okay? Okay. So you opted out of it? Yes, ma'am. I did. Thank you so much. I appreciate you. You're more than welcome. Have a wonderful day. Mm, bye-bye. You t... Bye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, ma'am, who is ... Shaishana Kelso? Who could it be? Hello, Ms. Kelso? This is Benefits in a Call calling on behalf of Source Staffing. Hi. Hi. Um, ma'am, we're processing forms for health care coverage. On your enrollment form, you request, uh, coverage, group coverage for employee plus child, but we don't have the child information, so at this moment the question is, do you still want the coverage for yourself and a child, or just yourself? So, um, I want to opt out of the insurance. Is there any way I can opt out? Oh, yeah, sure. I will do that for you in just a minute while I check this here. Okay. I already canceled the pending enrollment- ... and I declined your auto-enrollment, so you're not gonna be auto-enrolled, okay? Okay. So you opted out of it? Yes, ma'am. I did. Thank you so much. I appreciate you. You're more than welcome. Have a wonderful day. Mm, bye-bye. You t... Bye.