

Transcript: VICTORIA

Taylor-4790380524126208-6089347748773888

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, uh, Victoria. This is Jessie Saik. I, uh, received a email from TempStaff about the Benefits in a Card and I was, uh, calling, uh, to decline benefits. Okay. Uh, what is the last four of your Social? 2038. Okay. And you said it's Temp Staffing you're with? I'm with TempStaff and I received an email, uh, saying, uh, that, um, we needed to call, um, or go online. I actually tried online on the 29th and I, I could not get it to work for me. But, uh, I wanted to decline benefits. Mm-hmm. Okay, I don't- And this is TempStaff in Jackson, Mississippi. Okay. 'Cause I don't see that we have a file for you, so I'm probably gonna have to make one. And then once I get it made, I'll be able to go in and opt you out from there. Okay. I've never ex- had their, um... I've never used Benefits in a Card. I have other insurance, so that's why you don't have a file for me. Okay. It's not necessarily because you haven't used us. They're one of our newer clients, um, so like we just got them on as a client, so it's no problem. I can make a file and then once I get the file made, I'll be able to go in and decline it for you. Uh- How do you spell your first name? Jessie. J-E-S-S-I-E. And your last name? Saik. S-A-I-K. All right. And then what is your, uh, full Social? Uh, I don't wanna give my full Social. It's the last four digits or 2038. Okay. So maybe that's why I'm not able to find your file. Let's see. Yeah, I thought you said 2036. Do you mind verifying- 2038. Okay. I'm sorry about that. That's all right. Do you mind verifying your address and date of birth? 131... The address is 131 Fairfield Circle. That's in Madison, Mississippi 39110? Correct. Your date of birth? September 19, 1954. Phone number is 601-853-4015. That's the home phone. That's fine. Okay. And then your email is just your first and last name, 131 at gmail? That's right, gmail.com, I believe. All righty. I went ahead and declined it and you're good to go from here. Okay. Is there a confirmation of the conversation or anything I should have to confirm that I've declined it? Um, I don't- Or do they do anything like that? I just verbal-... Verbally is fine? I don't know how- Yeah. ... I don't know what they normally done with this, through this agency, through your company. Yeah. We don't automatically send out a confirmation. Okay. Everything is done in our system though and I went ahead and declined it, and so you're good to go from here. Well, I appreciate it. I have other insurance and, and so I did not need this coverage. So thank you for confirming the decline. Appreciate it. You're welcome. You have a wonderful day. You too. Thank you so much. Uh-huh. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, uh, Victoria. This is Jessie Saik. I, uh, received a email from TempStaff about the Benefits in a Card and I was, uh, calling, uh, to decline benefits.

Speaker speaker_0: Okay. Uh, what is the last four of your Social?

Speaker speaker_1: 2038.

Speaker speaker_0: Okay. And you said it's Temp Staffing you're with?

Speaker speaker_1: I'm with TempStaff and I received an email, uh, saying, uh, that, um, we needed to call, um, or go online. I actually tried online on the 29th and I, I could not get it to work for me. But, uh, I wanted to decline benefits.

Speaker speaker_0: Mm-hmm. Okay, I don't-

Speaker speaker_1: And this is TempStaff in Jackson, Mississippi.

Speaker speaker_0: Okay. 'Cause I don't see that we have a file for you, so I'm probably gonna have to make one. And then once I get it made, I'll be able to go in and opt you out from there.

Speaker speaker_1: Okay. I've never ex- had their, um... I've never used Benefits in a Card. I have other insurance, so that's why you don't have a file for me.

Speaker speaker_0: Okay. It's not necessarily because you haven't used us. They're one of our newer clients, um, so like we just got them on as a client, so it's no problem. I can make a file and then once I get the file made, I'll be able to go in and decline it for you.

Speaker speaker_1: Uh-

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: Jessie. J-E-S-S-I-E.

Speaker speaker_0: And your last name?

Speaker speaker_1: Saik. S-A-I-K.

Speaker speaker_0: All right. And then what is your, uh, full Social?

Speaker speaker_1: Uh, I don't wanna give my full Social. It's the last four digits or 2038.

Speaker speaker_0: Okay. So maybe that's why I'm not able to find your file. Let's see. Yeah, I thought you said 2036. Do you mind verifying-

Speaker speaker_1: 2038.

Speaker speaker_0: Okay. I'm sorry about that.

Speaker speaker_1: That's all right.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 131... The address is 131 Fairfield Circle.

Speaker speaker_0: That's in Madison, Mississippi 39110?

Speaker speaker_1: Correct.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: September 19, 1954.

Speaker speaker_0: Phone number is 601-853-4015.

Speaker speaker_1: That's the home phone. That's fine.

Speaker speaker_0: Okay. And then your email is just your first and last name, 131 at gmail?

Speaker speaker_1: That's right, gmail.com, I believe.

Speaker speaker_0: All righty. I went ahead and declined it and you're good to go from here.

Speaker speaker_1: Okay. Is there a confirmation of the conversation or anything I should have to confirm that I've declined it?

Speaker speaker_0: Um, I don't-

Speaker speaker_1: Or do they do anything like that? I just verbal-... Verbally is fine? I don't know how-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I don't know what they normally done with this, through this agency, through your company.

Speaker speaker_0: Yeah. We don't automatically send out a confirmation.

Speaker speaker_1: Okay.

Speaker speaker_0: Everything is done in our system though and I went ahead and declined it, and so you're good to go from here.

Speaker speaker_1: Well, I appreciate it. I have other insurance and, and so I did not need this coverage. So thank you for confirming the decline. Appreciate it.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_0: Uh-huh. Bye-bye.

Speaker speaker_1: Bye-bye.