

Transcript: VICTORIA

Taylor-5062037955100672-5960289344765952

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hey, is this, uh, Mr. Clark? Yes. This is Mr. Clark. How you doing? Hey. This is Victoria with Benefits on a Card. Um, we administer medical insurance for site staffing. Medical? Okay, yeah. You're, you're about it. So I'm looking at a enrollment form that you filled out, it looks like on the 6th of November. Um, you selected the coverage level for employee only, but didn't select any plans, so we weren't sure. Got it. It told me that I had to fill out, uh, what's the name? That's why I misinterpreted. I don't want any coverage. I got my coverage already, and um, it told me that I had to fill out certain things. But I think, I thought I filled out deny. So if that's a mis- is that a mistake? Just go ahead, if you don't mind, decline any insurance for me on the, uh, on the insurance coverage. I don't want any coverage. Okay, understood. That's the reason why I was giving you a call. Thank you so much. You, you're welcome. Have a blessed one. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this, uh, Mr. Clark?

Speaker speaker_1: Yes. This is Mr. Clark. How you doing?

Speaker speaker_2: Hey. This is Victoria with Benefits on a Card. Um, we administer medical insurance for site staffing.

Speaker speaker_1: Medical? Okay, yeah. You're, you're about it.

Speaker speaker_2: So I'm looking at a enrollment form that you filled out, it looks like on the 6th of November. Um, you selected the coverage level for employee only, but didn't select any plans, so we weren't sure.

Speaker speaker_1: Got it. It told me that I had to fill out, uh, what's the name? That's why I misinterpreted. I don't want any coverage. I got my coverage already, and um, it told me that I had to fill out certain things. But I think, I thought I filled out deny. So if that's a mis- is that a mistake? Just go ahead, if you don't mind, decline any insurance for me on the, uh, on the

insurance coverage. I don't want any coverage.

Speaker speaker_2: Okay, understood. That's the reason why I was giving you a call. Thank you so much.

Speaker speaker_1: You, you're welcome. Have a blessed one.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye-bye.