

Transcript: VICTORIA

Taylor-5202027349196800-5012578422145024

Full Transcript

Your call is being monitored- Hello. ... or recorded for quality assurance purposes. Ah. Oh, what? Why? Hey, is this Lacey? Hi. Yes, this is her. Hey, this is Victoria with Benefits and a Card. Um, we administer the medical insurance being offered through HSS. Oh, okay. I'm sorry. Hey, um, so I'm just- How are you doing? I'm good. Uh, I'm just looking here at the enrollment form that you recently filled out. Mm-hmm. Um, it looks like you selected a few plans for you and your family to enroll into, but you also selected to decline. So I was just calling to verify if you're wanting to enroll or not. Yes. I'm so sorry. Um, I guess when I was doing the application on my phone, for some apparent reason, it pressed those, and when I tried to, like, undo it, it wouldn't let me. So... Oh, okay. I just left... I just left it like that 'cause I know that they had told me that they would give me a call if there was anything wrong. That they wanted to enroll, but- So are you... Are you just trying to decline? So now I'm not... Yeah, I was gonna decline. Okay, gotcha. All right. I will go ahead and mark it like that, and that's all I needed to verify. Okay. And then, I just had a question. Um, I have received, uh, my driver's license, um, and I know that I was... uh, my application was just withdrawn for that. So I wanted to know if there was... how would I be able to turn that into you guys, because I received it? Okay. So here at Benefits and a Card, we just administer the medical insurance for HSS. Oh, okay. So we don't actually handle, like, the job application, um, but you... if you reach out to HSS, they might be able to advise you on that. Okay. I'm so sorry. I thought... I had no idea- No worries. ... you guys weren't connected. Okay. Yeah. Well, thank you so much. You're welcome. Have a good day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call is being monitored-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Ah. Oh, what? Why?

Speaker speaker_2: Hey, is this Lacey?

Speaker speaker_1: Hi. Yes, this is her.

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. Um, we administer the medical insurance being offered through HSS.

Speaker speaker_1: Oh, okay. I'm sorry.

Speaker speaker_2: Hey, um, so I'm just-

Speaker speaker_1: How are you doing?

Speaker speaker_2: I'm good. Uh, I'm just looking here at the enrollment form that you recently filled out.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, it looks like you selected a few plans for you and your family to enroll into, but you also selected to decline. So I was just calling to verify if you're wanting to enroll or not.

Speaker speaker_1: Yes. I'm so sorry. Um, I guess when I was doing the application on my phone, for some apparent reason, it pressed those, and when I tried to, like, undo it, it wouldn't let me. So...

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I just left... I just left it like that 'cause I know that they had told me that they would give me a call if there was anything wrong. That they wanted to enroll, but-

Speaker speaker_2: So are you... Are you just trying to decline?

Speaker speaker_1: So now I'm not... Yeah, I was gonna decline.

Speaker speaker_2: Okay, gotcha. All right. I will go ahead and mark it like that, and that's all I needed to verify.

Speaker speaker_1: Okay. And then, I just had a question. Um, I have received, uh, my driver's license, um, and I know that I was... uh, my application was just withdrawn for that. So I wanted to know if there was... how would I be able to turn that into you guys, because I received it?

Speaker speaker_2: Okay. So here at Benefits and a Card, we just administer the medical insurance for HSS.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: So we don't actually handle, like, the job application, um, but you... if you reach out to HSS, they might be able to advise you on that.

Speaker speaker_1: Okay. I'm so sorry. I thought... I had no idea-

Speaker speaker_2: No worries.

Speaker speaker_1: ... you guys weren't connected. Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Well, thank you so much.

Speaker speaker_2: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: Bye-bye.