

## **Transcript: VICTORIA**

**Taylor-5324863046467584-5251782365986816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Beasley? Yes. Who's this? Hey, this is Victoria with Benefits in a Card. Uh, we administer the medical insurance for BGS. BGS... The staffing agency, BGS. Oh. Oh. Hey, um, so I'm just calling because we got a enrollment form that you signed and dated on the 6th of March for the medical insurance. Um, it looks like for the majority of what you selected, you chose employee only. But I see on the term life benefit, you selected the employee plus family. Mm-hmm. Uh, we just don't have any of your dependents listed. Okay. I'll go in and, um, I'll go in and make the changes or add them. Okay. Yeah, um, it looks like we just enrolled you into employee only for the time being. I mean, I can go ahead and change it over if you'd like. No, you can leave them to that for now. Leave it as it is for now? Yeah. Okay. All righty. Well, that's all I needed. Uh, you have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Ms. Beasley?

Speaker speaker\_2: Yes. Who's this?

Speaker speaker\_1: Hey, this is Victoria with Benefits in a Card. Uh, we administer the medical insurance for BGS.

Speaker speaker\_2: BGS...

Speaker speaker\_1: The staffing agency, BGS.

Speaker speaker\_2: Oh. Oh.

Speaker speaker\_1: Hey, um, so I'm just calling because we got a enrollment form that you signed and dated on the 6th of March for the medical insurance. Um, it looks like for the majority of what you selected, you chose employee only. But I see on the term life benefit, you selected the employee plus family.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Uh, we just don't have any of your dependents listed.

Speaker speaker\_2: Okay. I'll go in and, um, I'll go in and make the changes or add them.

Speaker speaker\_1: Okay. Yeah, um, it looks like we just enrolled you into employee only for the time being. I mean, I can go ahead and change it over if you'd like.

Speaker speaker\_2: No, you can leave them to that for now.

Speaker speaker\_1: Leave it as it is for now?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. All righty. Well, that's all I needed. Uh, you have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.