

## Transcript: VICTORIA

Taylor-5359146664378368-6543387125268480

### Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Uh, well, uh, uh, this is Earl Cisco, and, and, uh, I got a, I got a text, uh, sayin' that, uh, I should either accept or decline, and I thought I was talkin' to Temp Staff, but I musta been talkin' to you 'cause I don't need to decline the coverage on my, on my card. Okay. I'm not sure who you were speaking to, but we administer medical insurance for Temp Staff. Um, was it a text message that you got? A text, yeah. Right. Okay. So, I, I don't think that- But, but I, I don't, I don't need the coverage at Temp Staff. Okay, gotcha. I, I, I have it on, on my medi- M- Medicare and, and, and my, uh, you know, drug coverage. Okay. So yeah, the text message you received was not from anyone specific with us. It's, like, a automated text just letting you know about the benefits being offered through your employer. Um, but I can pull up your file and decline it since you don't need it. Uh, well, I never had this much trouble declining it before. I don't work, I don't work very much at Temp Staff, you know, just very little with, with the college. And, uh, so, you know, I, I, I just never have had this much trouble declining it before. It's, it's really not much trouble. Mm-hmm. I just need to pull up your file, and then once I get your file pulled up, I can decline it for you. Yeah. What's the, um, last four of your Social? 9-2- 9-5-4-5. And your first and last name again? Uh, Earl Sisco, S-I-S-C-O. Okay. Do you mind verifying your address a- and date of birth? Uh, well, now I wanna be sure that I'm talking to the right person before I give all this information out. Um, hmm. Uh, it's, it's amazing that, that Temp Staff... I've, I've always talked to Temp Staff about, about, um, about all of this, and I can't call, just call Temp Staff up there in Canton and, and decline it? Um, if you'd like to call Temp Staffing to verify that we are the, uh, administrators for your insurance, you're more than welcome to do so. Um, I'm not sure if they'll be able to decline it. Do you understand what I'm sayin'? Uh- I, I completely understand your concern. So if you would like to reach out to Temp Staff and verify that we are the administrators for the medical insurance, you can definitely do so. I'm just not sure if they can decline it for you or not. That's what we do- Uh- ... essentially. But unfortunately- Well, now- ... if you, if you would like- But what I'm saying is I don't, I don't want 'em to take, take it out of my little old check I get because it's not very much. I, I understand, sir. That's what... That's, th- I understand, sir. That's what declining coverage means is you're declining the benefits, so nothing would be taken out of your check. Right. Yeah. Yeah, so in order for me to do that, I would need to verify your information to make sure I'm looking at the correct file because we work for multiple staffing agencies. So if you are uncomfortable and you would like to speak with your employer before g- going any further, definitely feel free to reach out to your employer and call us back. Oh, I'll have to, I'll have to call them and then call you back, huh? Well, sir, I, I know that you said you were a little uncomfortable with going further because you wanted to make sure we are who we say we are, which, again, the name of our company is Benefits and a Card. We administer the

medical insurance for Temp Staff. Now, in order for me to decline the coverage for you, it is no problem to do that. However, I need you to verify your information to make sure I'm looking at the correct file. Hmm. Well, uh, my address is 7 Brookside Place, Madison. Okay. That's, that's good. Madison, Mississippi 39110. Is that correct? Right. And your date of birth? 3-28-46. Okay. Phone number is 601-497-3416. Right. Okay. I went ahead and declined it for you, so you should not be enrolled into anything, and you're good to go from here, okay? Yeah. What, and what's your name? Victoria. Victoria? Yes, sir. Okay. Thank you. You're welcome. You have a wonderful day. Okay. Bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, well, uh, uh, this is Earl Cisco, and, and, uh, I got a, I got a text, uh, sayin' that, uh, I should either accept or decline, and I thought I was talkin' to Temp Staff, but I musta been talkin' to you 'cause I don't need to decline the coverage on my, on my card.

Speaker speaker\_0: Okay. I'm not sure who you were speaking to, but we administer medical insurance for Temp Staff. Um, was it a text message that you got?

Speaker speaker\_1: A text, yeah. Right.

Speaker speaker\_0: Okay. So, I, I don't think that-

Speaker speaker\_1: But, but I, I don't, I don't need the coverage at Temp Staff.

Speaker speaker\_0: Okay, gotcha.

Speaker speaker\_1: I, I, I have it on, on my medi- M- Medicare and, and, and my, uh, you know, drug coverage.

Speaker speaker\_0: Okay. So yeah, the text message you received was not from anyone specific with us. It's, like, a automated text just letting you know about the benefits being offered through your employer. Um, but I can pull up your file and decline it since you don't need it.

Speaker speaker\_1: Uh, well, I never had this much trouble declining it before. I don't work, I don't work very much at Temp Staff, you know, just very little with, with the college. And, uh, so, you know, I, I, I just never have had this much trouble declining it before.

Speaker speaker\_0: It's, it's really not much trouble.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I just need to pull up your file, and then once I get your file pulled up, I can decline it for you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's the, um, last four of your Social?

Speaker speaker\_1: 9-2- 9-5-4-5.

Speaker speaker\_0: And your first and last name again?

Speaker speaker\_1: Uh, Earl Sisco, S-I-S-C-O.

Speaker speaker\_0: Okay. Do you mind verifying your address a- and date of birth?

Speaker speaker\_1: Uh, well, now I wanna be sure that I'm talking to the right person before I give all this information out. Um, hmm. Uh, it's, it's amazing that, that Temp Staff... I've, I've always talked to Temp Staff about, about, um, about all of this, and I can't call, just call Temp Staff up there in Canton and, and decline it?

Speaker speaker\_0: Um, if you'd like to call Temp Staffing to verify that we are the, uh, administrators for your insurance, you're more than welcome to do so. Um, I'm not sure if they'll be able to decline it.

Speaker speaker\_1: Do you understand what I'm sayin'? Uh-

Speaker speaker\_0: I, I completely understand your concern. So if you would like to reach out to Temp Staff and verify that we are the administrators for the medical insurance, you can definitely do so. I'm just not sure if they can decline it for you or not. That's what we do-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... essentially. But unfortunately-

Speaker speaker\_1: Well, now-

Speaker speaker\_0: ... if you, if you would like-

Speaker speaker\_1: But what I'm saying is I don't, I don't want 'em to take, take it out of my little old check I get because it's not very much.

Speaker speaker\_0: I, I understand, sir. That's what... That's, th- I understand, sir. That's what declining coverage means is you're declining the benefits, so nothing would be taken out of your check.

Speaker speaker\_1: Right. Yeah.

Speaker speaker\_0: Yeah, so in order for me to do that, I would need to verify your information to make sure I'm looking at the correct file because we work for multiple staffing agencies. So if you are uncomfortable and you would like to speak with your employer before g- going any further, definitely feel free to reach out to your employer and call us back.

Speaker speaker\_1: Oh, I'll have to, I'll have to call them and then call you back, huh?

Speaker speaker\_0: Well, sir, I, I know that you said you were a little uncomfortable with going further because you wanted to make sure we are who we say we are, which, again, the name of our company is Benefits and a Card. We administer the medical insurance for Temp Staff. Now, in order for me to decline the coverage for you, it is no problem to do that. However, I

need you to verify your information to make sure I'm looking at the correct file.

Speaker speaker\_1: Hmm. Well, uh, my address is 7 Brookside Place, Madison.

Speaker speaker\_0: Okay. That's, that's good. Madison, Mississippi 39110. Is that correct?

Speaker speaker\_1: Right.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3-28-46.

Speaker speaker\_0: Okay. Phone number is 601-497-3416.

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. I went ahead and declined it for you, so you should not be enrolled into anything, and you're good to go from here, okay?

Speaker speaker\_1: Yeah. What, and what's your name?

Speaker speaker\_0: Victoria.

Speaker speaker\_1: Victoria?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Okay. Bye.

Speaker speaker\_0: Bye-bye.