

Transcript: VICTORIA

Taylor-5425036271599616-6186735299772416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this... Is that a- Who's calling? Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance being offered through HSS. Uh-huh. So I'm just calling because we received a enrollment form and there's a couple things wrong with it. Um, it looks like you signed and dated it on the 12th, a couple days ago. Um, it looks like you're requesting a few plans, but you also selected to decline. So, we're unsure if you're wanting to enroll or if you're wanting to decline coverage. Coverage for what? It's medical insurance being offered through HSS. HSS? Hospitality Staffing Solutions. Oh, okay. So jobs? Well, it's a staffing agency, but this is for their medical insurance. Oh, okay. I already have, um, medical insurance. Okay. I'll go ahead and decline it on my end. And then also, it looks like the date of birth I have is March 12, 25. No, that's not my date of birth. Okay. What is your date of birth so I can correct it? 10-12-31-84. Okay. All right. I will go ahead and decline it on my end, and that's all I needed. Okay, 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... Is that a-

Speaker speaker_2: Who's calling?

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance being offered through HSS.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So I'm just calling because we received a enrollment form and there's a couple things wrong with it. Um, it looks like you signed and dated it on the 12th, a couple days ago. Um, it looks like you're requesting a few plans, but you also selected to decline. So, we're unsure if you're wanting to enroll or if you're wanting to decline coverage.

Speaker speaker_2: Coverage for what?

Speaker speaker_1: It's medical insurance being offered through HSS.

Speaker speaker_2: HSS?

Speaker speaker_1: Hospitality Staffing Solutions.

Speaker speaker_2: Oh, okay. So jobs?

Speaker speaker_1: Well, it's a staffing agency, but this is for their medical insurance.

Speaker speaker_2: Oh, okay. I already have, um, medical insurance.

Speaker speaker_1: Okay. I'll go ahead and decline it on my end. And then also, it looks like the date of birth I have is March 12, 25.

Speaker speaker_2: No, that's not my date of birth.

Speaker speaker_1: Okay. What is your date of birth so I can correct it?

Speaker speaker_2: 10-12-31-84.

Speaker speaker_1: Okay. All right. I will go ahead and decline it on my end, and that's all I needed.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Bye-bye.