

Transcript: VICTORIA

Taylor-5458356666679296-5390272174014464

Full Transcript

This is Victoria. How can I help you? Hello. Uh, my name is Alfonzo Leary. I just got a text that I need to call you guys to get enrolled in B, or BIC or something like that. I was just calling to see what is that. Okay. Um, so we administer medical insurance for staffing agencies. All right. So it would be for the medical benefits they offer. Ma'am? It's just for the medical insurance that the staffing agency offers. What's the name of the agency you're working through? I'm with Wagner. Okay. Are you a new hire with them? Yes, ma'am. Select our system type. Select it. Okay. Um, so it's just letting you know that the benefits are being offered. Um, you typically, as a new hire, have 30 days from the date of your first check to get enrolled into benefits or to decline coverage, because it looks like they do automatically enroll you into one of the plans unless you opt out beforehand. Yes, ma'am. That's what I was calling to do, to opt out. I have my own insurance. Okay. What's the last four of your Social? 1934. And I'm sorry, your first and last name again? Alfonzo Leary. Would you mind verifying your address and date of birth? Date of birth, 3-23-73. My address is 2534 Lockley Drive, Macon, Georgia 31206. Okay. Phone number 478-342-9904? Yes. And I'm sorry, what was your date of birth? 3-23-73. Okay. Phone number is A-A-L-L-E-A-R-Y, uh, 8-9-8 at Gmail? Correct. Okay. Yeah, it looks like the coverage has already been declined, so you're good to go from there. Okay. All right. Thank you, ma'am. You have a great day. You too. Bye. Bye. Select our system type.

Conversation Format

Speaker speaker_0: This is Victoria. How can I help you?

Speaker speaker_1: Hello. Uh, my name is Alfonzo Leary. I just got a text that I need to call you guys to get enrolled in B, or BIC or something like that. I was just calling to see what is that.

Speaker speaker_0: Okay. Um, so we administer medical insurance for staffing agencies.

Speaker speaker_1: All right.

Speaker speaker_0: So it would be for the medical benefits they offer.

Speaker speaker_1: Ma'am?

Speaker speaker_0: It's just for the medical insurance that the staffing agency offers. What's the name of the agency you're working through?

Speaker speaker_1: I'm with Wagner.

Speaker speaker_0: Okay. Are you a new hire with them?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Select our system type. Select it.

Speaker speaker_0: Okay. Um, so it's just letting you know that the benefits are being offered. Um, you typically, as a new hire, have 30 days from the date of your first check to get enrolled into benefits or to decline coverage, because it looks like they do automatically enroll you into one of the plans unless you opt out beforehand.

Speaker speaker_1: Yes, ma'am. That's what I was calling to do, to opt out. I have my own insurance.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 1934.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Alfonzo Leary.

Speaker speaker_0: Would you mind verifying your address and date of birth?

Speaker speaker_1: Date of birth, 3-23-73. My address is 2534 Lockley Drive, Macon, Georgia 31206.

Speaker speaker_0: Okay. Phone number 478-342-9904?

Speaker speaker_1: Yes.

Speaker speaker_0: And I'm sorry, what was your date of birth?

Speaker speaker_1: 3-23-73.

Speaker speaker_0: Okay. Phone number is A-A-L-L-E-A-R-Y, uh, 8-9-8 at Gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Yeah, it looks like the coverage has already been declined, so you're good to go from there.

Speaker speaker_1: Okay. All right. Thank you, ma'am. You have a great day.

Speaker speaker_0: You too.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.

Speaker speaker_2: Select our system type.