

Transcript: VICTORIA

Taylor-6517143840538624-6550820356145152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. Hi, how can I help you? Hey, is this Mariana? Yes. Hey, this is Victoria. I'm with Benefits on a Card. Uh, we administer medical insurance for StaffPro Workforce Solutions. Yeah. Okay. Um, so we received a enrollment form, um, signed and dated on the 3rd of January. Uh, this is for the medical insurance that they offer. On the form, it looks like you selected, uh, the employee only coverage level, uh, but you didn't select any plans. So, we were unsure if you're wanting to enroll or not. No. Oh, no. You're not wanting to enroll? No. Okay. That's all I needed to verify with you. Um, I'll make a note that you're not interested, and I will decline coverage for you. Okay, thank you so much. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hi. Hi, how can I help you?

Speaker speaker_1: Hey, is this Mariana?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, this is Victoria. I'm with Benefits on a Card. Uh, we administer medical insurance for StaffPro Workforce Solutions.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so we received a enrollment form, um, signed and dated on the 3rd of January. Uh, this is for the medical insurance that they offer. On the form, it looks like you selected, uh, the employee only coverage level, uh, but you didn't select any plans. So, we were unsure if you're wanting to enroll or not.

Speaker speaker_2: No. Oh, no.

Speaker speaker_1: You're not wanting to enroll?

Speaker speaker_2: No.

Speaker speaker_1: Okay. That's all I needed to verify with you. Um, I'll make a note that you're not interested, and I will decline coverage for you.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: Thank you. Bye-bye.