

Transcript: Chris Sofield (deactivated)-6725827624386560-4733210262978560

Full Transcript

Your call may be monitored or- Hello. ... recorded for quality assurance purposes. Good afternoon. Can I speak with Tanya McQueen? Yes. Who's calling? My name is Chris. I'm with Benefits and a Card, calling on behalf of MAU. Okay. Is this Ms. McQueen? It is. Hi. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you had filled out, um, when you signed up to work through MAU. Uh-huh. You selected that you wanted accident benefits for yourself, but then you also selected you wanted no coverage at all. We're just trying to verify if you wanted to enroll into anything or not. No. I don't want no coverage. Okay. That's all we needed to verify. Thank you for taking the time to speak with me and have a wonderful day. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or-

Speaker speaker_1: Hello.

Speaker speaker_0: ... recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. Can I speak with Tanya McQueen?

Speaker speaker_1: Yes. Who's calling?

Speaker speaker_2: My name is Chris. I'm with Benefits and a Card, calling on behalf of MAU.

Speaker speaker_1: Okay.

Speaker speaker_2: Is this Ms. McQueen?

Speaker speaker_1: It is.

Speaker speaker_2: Hi. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you had filled out, um, when you signed up to work through MAU.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: You selected that you wanted accident benefits for yourself, but then you also selected you wanted no coverage at all. We're just trying to verify if you wanted to enroll into anything or not.

Speaker speaker_1: No. I don't want no coverage.

Speaker speaker_2: Okay. That's all we needed to verify. Thank you for taking the time to speak with me and have a wonderful day.

Speaker speaker_1: You, too.