

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Rhonda Long and I'm filling out, um, a new hire package, uh, for American Staff Corps. I'm trying desperately to decline the insurance coverage and there's- Okay. ... nothing on this page that will- Yeah. I- ... allow me to do that. I can do it for you, um, over the phone. Okay. I just need the last four of your Social. Sure, it'll be 8834. And then you said it is American Staff Corps INC, right? Yes. Okay. Thank you. Give me one second. Sorry. My system's kinda slow. Sure. That's okay. And then it's Ms. Rhonda Long? Yes. Okay. For security purposes, can you please verify the address that I have on file, as well as your date of birth? Sure. It's gonna be, uh, my date of birth is 12/4/'65 and my address is 11554 South 32nd West Avenue in Jenks, Oklahoma 74037. Okay. Thank you. You have 928-279-6394 is your phone number and jolong1204@gmail.com. Is that up-to-date? Yes. Yes. Okay. All right, and then you stated that you wanted to decline the coverage? Yes. Okay. Okay, so it looks like you already have declined. Um, it looks like you declined on the 24th, oh, which is today. Yes. Yeah, so this is... You know, for some reason, whenever you decline the coverage, um, it still shows a coverage calendar blocked out as though you accepted coverage and there's nothing to say confirmation of denial. Yeah, so you, you did it correctly because I already see that it's declined. I tried to do it again. Okay. But it's already telling me that coverage has already been declined- Okay, very good. ... offering. So you're good. You won't be enrolled into any of the coverage- Okay, great. ... without your consent. Awesome. Okay, thanks so much. I appreciate the help. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Rhonda Long and I'm filling out, um, a new hire package, uh, for American Staff Corps. I'm trying desperately to decline the insurance coverage and there's-

Speaker speaker_0: Okay.

Speaker speaker_1: ... nothing on this page that will-

Speaker speaker_0: Yeah. I-

Speaker speaker_1: ... allow me to do that.

Speaker speaker_0: I can do it for you, um, over the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: I just need the last four of your Social.

Speaker speaker_1: Sure, it'll be 8834.

Speaker speaker_0: And then you said it is American Staff Corps INC, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you. Give me one second. Sorry. My system's kinda slow.

Speaker speaker_1: Sure. That's okay.

Speaker speaker_0: And then it's Ms. Rhonda Long?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. For security purposes, can you please verify the address that I have on file, as well as your date of birth?

Speaker speaker_1: Sure. It's gonna be, uh, my date of birth is 12/4/'65 and my address is 11554 South 32nd West Avenue in Jenks, Oklahoma 74037.

Speaker speaker_0: Okay. Thank you. You have 928-279-6394 is your phone number and jolong1204@gmail.com. Is that up-to-date?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. All right, and then you stated that you wanted to decline the coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, so it looks like you already have declined. Um, it looks like you declined on the 24th, oh, which is today.

Speaker speaker_1: Yes. Yeah, so this is... You know, for some reason, whenever you decline the coverage, um, it still shows a coverage calendar blocked out as though you accepted coverage and there's nothing to say confirmation of denial.

Speaker speaker_0: Yeah, so you, you did it correctly because I already see that it's declined. I tried to do it again.

Speaker speaker_1: Okay.

Speaker speaker_0: But it's already telling me that coverage has already been declined-

Speaker speaker_1: Okay, very good.

Speaker speaker_0: ... offering. So you're good. You won't be enrolled into any of the coverage-

Speaker speaker_1: Okay, great.

Speaker speaker_0: ... without your consent.

Speaker speaker_1: Awesome. Okay, thanks so much. I appreciate the help.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.