

Transcript: Estefania

Acevedo-4580725807431680-5392827082129408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Jason. Yeah, this is me. Sorry. I mean, I'm sorry . It's, it's... I'm sorry, this is me. It's okay . Um, I'm calling from Benefits in a Card on behalf of your staffing agency, BGSS. We're currently processing the enrollment forms for the benefits and you selected the VIP Classic plan. Um, however, we were missing the dependent's information. So I was calling to see if you still wanted to enroll with that dependent. Um- Hello? ... or if you wanted to- I'm on the phone. ... cancel that by itself. I think I did that by accident. I'm sorry, can you repeat that? It sounds like you're far from the phone. I think I did that by accident. Oh, okay. So did you wanna decline the coverage? Yes, ma'am, 'cause I, I have insurance. Oh, gotcha. Okay. I'ma go ahead and do that. All right. Well, thank you for your time. I hope you have a great day. Yes, ma'am.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Jason.

Speaker speaker_2: Yeah, this is me. Sorry. I mean, I'm sorry . It's, it's... I'm sorry, this is me.

Speaker speaker_1: It's okay . Um, I'm calling from Benefits in a Card on behalf of your staffing agency, BGSS. We're currently processing the enrollment forms for the benefits and you selected the VIP Classic plan. Um, however, we were missing the dependent's information. So I was calling to see if you still wanted to enroll with that dependent. Um-

Speaker speaker_2: Hello?

Speaker speaker_1: ... or if you wanted to-

Speaker speaker_2: I'm on the phone.

Speaker speaker_1: ... cancel that by itself.

Speaker speaker_2: I think I did that by accident.

Speaker speaker_1: I'm sorry, can you repeat that? It sounds like you're far from the phone.

Speaker speaker_2: I think I did that by accident.

Speaker speaker_1: Oh, okay. So did you wanna decline the coverage?

Speaker speaker_2: Yes, ma'am, 'cause I, I have insurance.

Speaker speaker_1: Oh, gotcha. Okay. I'ma go ahead and do that. All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker_2: Yes, ma'am.