

Transcript: Estefania

Acevedo-4627923749355520-6290961191714816

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hello? Hey, good afternoon. Calling from Benefits in a Card on behalf of Hospital Staffing Solution. Um, I called not too long ago regarding the benefits, and I left you a voice message. Um, I was just gonna call you to let you know to disregard that last voice message because we received your enrollment form declining the coverage. So, I was just calling back to let you know to disregard that voicemail that I left. What is that? I don't understand what you're saying. I don't, I don't, I don't understand- Um- ... exactly what you mean. So, we're, um, Benefits in a Card. We're currently processing the enrollment forms for Hospital Staffing Solution and we've received two different ones under your name, one asking for coverage and the other one declining coverage, and I realized the one that... the latest one, the most recent one, was declining coverage so that's why I called you earlier to get dependents information until I ran across the one that was declining the coverage. So, that's why I'm saying to just disregard the voicemail. For what country? I'm sorry? Huh? For what country? Korea? For... No, sir. Yes. Oh. You filled out a- Okay. We're the healthcare administrators for staffing agencies. One of those agencies is Hospital Staffing Solutions, and you filled out two enrollment forms, one asking for coverage and the other one declining coverage, um, but the one that was declining coverage was the most recent one. Um, that's why- Could you stop both? ... I'm calling to disregard- I don't... Could you stop both? I don't need it. I don't do that. Okay. Okay. Thank you. That's why I'm saying- Thank you. ... disregard them. Okay, have a nice day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, good afternoon. Calling from Benefits in a Card on behalf of Hospital Staffing Solution. Um, I called not too long ago regarding the benefits, and I left you a voice message. Um, I was just gonna call you to let you know to disregard that last voice message because we received your enrollment form declining the coverage. So, I was just calling back to let you know to disregard that voicemail that I left.

Speaker speaker_1: What is that? I don't understand what you're saying. I don't, I don't, I don't understand-

Speaker speaker_2: Um-

Speaker speaker_1: ... exactly what you mean.

Speaker speaker_2: So, we're, um, Benefits in a Card. We're currently processing the enrollment forms for Hospital Staffing Solution and we've received two different ones under your name, one asking for coverage and the other one declining coverage, and I realized the one that... the latest one, the most recent one, was declining coverage so that's why I called you earlier to get dependents information until I ran across the one that was declining the coverage. So, that's why I'm saying to just disregard the voicemail.

Speaker speaker_1: For what country?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Huh? For what country? Korea?

Speaker speaker_2: For... No, sir. Yes.

Speaker speaker_1: Oh.

Speaker speaker_2: You filled out a-

Speaker speaker_1: Okay.

Speaker speaker_2: We're the healthcare administrators for staffing agencies. One of those agencies is Hospital Staffing Solutions, and you filled out two enrollment forms, one asking for coverage and the other one declining coverage, um, but the one that was declining coverage was the most recent one. Um, that's why-

Speaker speaker_1: Could you stop both?

Speaker speaker_2: ... I'm calling to disregard-

Speaker speaker_1: I don't... Could you stop both? I don't need it. I don't do that.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: That's why I'm saying-

Speaker speaker_1: Thank you.

Speaker speaker_2: ... disregard them. Okay, have a nice day.

Speaker speaker_1: You too.