Transcript: Estefania Acevedo-4647654009389056-5509679128297472

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Okay, good afternoon. I'm calling from Benefits in a Card on behalf of BTSF. I'm looking to speak with Joshua. Uh, this him. Okay. Um, we're currently processing enrollment forms, and you selected to enroll into healthcare benefits through your staffing agency, BTSF. Um, however, we're missing the dependents' information for your Stay Healthy Plan, Employee Plus Spouse, as well as for the Vision Plan. Uh, so at the moment, we did enroll you into the lowest level of coverage, meaning that you've en- enrolled into these two plans for employee only. Did you still wanna add your dependent, or did you just wanna leave it how it is? Um, I'm not actually interested in any of it anymore. Okay, so you just wanna decline the coverage. Yes. Okay. All right. Coverage has just been declined. Do you have any questions? Uh, I do not. Okay. Well, I hope you have a great day. Thank you for your time. Yep. Bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Okay, good afternoon. I'm calling from Benefits in a Card on behalf of BTSF. I'm looking to speak with Joshua.

Speaker speaker_1: Uh, this him.

Speaker speaker_2: Okay. Um, we're currently processing enrollment forms, and you selected to enroll into healthcare benefits through your staffing agency, BTSF. Um, however, we're missing the dependents' information for your Stay Healthy Plan, Employee Plus Spouse, as well as for the Vision Plan. Uh, so at the moment, we did enroll you into the lowest level of coverage, meaning that you've en- enrolled into these two plans for employee only. Did you still wanna add your dependent, or did you just wanna leave it how it is?

Speaker speaker_1: Um, I'm not actually interested in any of it anymore.

Speaker speaker_2: Okay, so you just wanna decline the coverage.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right. Coverage has just been declined. Do you have any questions?

Speaker speaker_1: Uh, I do not.

Speaker speaker_2: Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: Yep. Bye.