

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, hey, um, I just had a missed call from y'all a little while back, and I didn't recognize the number and I thought, I've been meaning to call y'all back, but I, I just figured I'd just call and just see who y'all were. Okay. Um, so we're the healthcare administrators for staffed agencies. So if you currently, um, are working with a staffed agency, it's most likely regarding benefits. Um, are you currently with somebody? Yeah, I'm with, um, um, um, WorkSmart. Okay. Um, I would have to get in your file to see what they called you regarding. Uh, what are the last four of your social? 9970. And then your first and last name, please. Salvador Gambino. Okay. Okay, and then for security purposes, I do need you to verify your full address as well as your date of birth. Yeah, um, uh, 88 Jeffrey Street, Apartment B1, uh, Levonia, Georgia 30553. And then your date of birth? 08/04/78. Okay. Is 470-979-7577 your phone number? Yes. And then I have your first name, last name, the number3@gmail.com. Is that correct? Yes. Okay, so- I think I spoke with... Go ahead, sorry. Go ahead. Sorry. So, I was gonna tell you that most likely they called you back because, um, it looks like you had called to enroll into benefits. Right. Um, that you were, like, I guess inquiring a surgery, and that they had- Yeah. ... planned the plans to you, but it looks like the call got disconnected. So most likely, they were trying to contact you just to make sure if you still wanted to enroll. Yeah. And, and I called back and basically, um, they don't cover stuff like that. They don't come to the house. Oh. Okay. Yeah. So it was r- it looks like they really were trying to reach out to see if you still wanted to enroll. Yeah, uh, I'm, I, well, it's, it's almost not even worth it 'cause, um, well, yeah, it's not, you know, 'cause this is better for me just to do the three months with my company and then get hired on and, and, and I get premium insurance and I can get it took care of. Okay. All right. Yeah. It's, it's- Okay? ... something optional. Um, but yeah, it looks like that's the reason why they- All right. Thank you. Yeah, they were probably calling you because it looks like their company... Any more questions? Yes, ma'am. Well, you have blessed, uh, holidays and everything. Thank you so much. Um, you are to go, I was gonna tell you that they do auto-enroll their members into a preventative plan. Do you want me to go ahead and opt you out from that auto-enrollment? Does that, is it free? No. It looks like if you do get auto-enroll, it's gonna be \$16.32 weekly. Oh. Um- And it's for the preventative plan. And that's the f- preventative, just so I can just go get checkups and- Correct. ... see if I got, yeah, just, you know, the little, simple stuff. Mm-hmm. All right. Yeah, um, um, yeah, just go ahead and opt out. Okay. Okay, so y- just for the fact that the call's recorded, you stated that you wanted to opt out from getting auto-enrolled into that plan. Is that correct? Yes, ma'am. Okay. I went ahead and proceed with your declination. Um, well, that's really it. I don't know if you have any more questions. It looks like the last day, if you do change your mind to enroll will be on January the 1st, just in case you wanted- Okay.

... to know. Mm-hmm. Well, thank you. You're welcome. Have a nice day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, hey, um, I just had a missed call from y'all a little while back, and I didn't recognize the number and I thought, I've been meaning to call y'all back, but I, I just figured I'd just call and just see who y'all were.

Speaker speaker_1: Okay. Um, so we're the healthcare administrators for staffed agencies. So if you currently, um, are working with a staffed agency, it's most likely regarding benefits. Um, are you currently with somebody?

Speaker speaker_2: Yeah, I'm with, um, um, um, WorkSmart.

Speaker speaker_1: Okay. Um, I would have to get in your file to see what they called you regarding. Uh, what are the last four of your social?

Speaker speaker_2: 9970.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Salvador Gambino.

Speaker speaker_1: Okay. Okay, and then for security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker_2: Yeah, um, uh, 88 Jeffrey Street, Apartment B1, uh, Levonia, Georgia 30553.

Speaker speaker_1: And then your date of birth?

Speaker speaker_2: 08/04/78.

Speaker speaker_1: Okay. Is 470-979-7577 your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your first name, last name, the number3@gmail.com. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so-

Speaker speaker_2: I think I spoke with... Go ahead, sorry. Go ahead. Sorry.

Speaker speaker_1: So, I was gonna tell you that most likely they called you back because, um, it looks like you had called to enroll into benefits.

Speaker speaker_2: Right.

Speaker speaker_1: Um, that you were, like, I guess inquiring a surgery, and that they had-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... planned the plans to you, but it looks like the call got disconnected. So most likely, they were trying to contact you just to make sure if you still wanted to enroll.

Speaker speaker_2: Yeah. And, and I called back and basically, um, they don't cover stuff like that. They don't come to the house.

Speaker speaker_1: Oh. Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: So it was r- it looks like they really were trying to reach out to see if you still wanted to enroll.

Speaker speaker_2: Yeah, uh, I'm, I, well, it's, it's almost not even worth it 'cause, um, well, yeah, it's not, you know, 'cause this is better for me just to do the three months with my company and then get hired on and, and, and I get premium insurance and I can get it took care of.

Speaker speaker_1: Okay. All right. Yeah. It's, it's-

Speaker speaker_2: Okay?

Speaker speaker_1: ... something optional. Um, but yeah, it looks like that's the reason why they-

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Yeah, they were probably calling you because it looks like their company... Any more questions?

Speaker speaker_2: Yes, ma'am. Well, you have blessed, uh, holidays and everything. Thank you so much.

Speaker speaker_1: Um, you are to go, I was gonna tell you that they do auto-enroll their members into a preventative plan. Do you want me to go ahead and opt you out from that auto-enrollment?

Speaker speaker_2: Does that, is it free?

Speaker speaker_1: No. It looks like if you do get auto-enroll, it's gonna be \$16.32 weekly.

Speaker speaker_2: Oh. Um-

Speaker speaker_1: And it's for the preventative plan.

Speaker speaker_2: And that's the f- preventative, just so I can just go get checkups and-

Speaker speaker_1: Correct.

Speaker speaker_2: ... see if I got, yeah, just, you know, the little, simple stuff.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Yeah, um, um, yeah, just go ahead and opt out.

Speaker speaker_1: Okay. Okay, so y- just for the fact that the call's recorded, you stated that you wanted to opt out from getting auto-enrolled into that plan. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I went ahead and proceed with your declination. Um, well, that's really it. I don't know if you have any more questions. It looks like the last day, if you do change your mind to enroll will be on January the 1st, just in case you wanted-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to know. Mm-hmm.

Speaker speaker_2: Well, thank you.

Speaker speaker_1: You're welcome. Have a nice day.