

Transcript: Estefania

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Full Transcript

Thank you for calling BenefitsNoCard. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Christine Sutherland-Morgan. I work with temp staff. How can I help you? Um, uh, Pam Quick said to call this number for the, uh, benefits line, but I'm just part-time. So do we need to, um, accept or decline? I want to decline the benefits. Okay. Um, what staff... You said you're with TAMP, right? TAMP staffing? Temp, temp staffing, yes. And then I just need the last four of your Social. Say pardon? Um, I just need the last four of your Social to get in your file to do the, the declination. 141425. All right. Sutherland Morgan? Yes. All right. Can you please verify your address and date of birth? 2089 Stump Bridge Road, Camden, Mississippi 39045. And then your birthday? And 10001859. I have 404-918-5502 as your phone number. Mm-hmm. Yes. Okay. And then I have your first name period morgan20@gmail.com. Is that up to date? Mm-hmm. That's it. All right, and then you said that you wanted to- So you're the... Are you the third party for them or something? Yes. We're just the healthcare administrators. We only take care of their healthcare benefits. Okay, okay. Mm-hmm. And then you said you wanted to decline the coverage, right? Yes. All right. Your coverage has been declined. Okay? Okay. Thank you. And what's your name? My name is Stephanie. Stephanie? Okay. Thank you so much. Bye-bye. You're welcome. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling BenefitsNoCard. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Christine Sutherland-Morgan. I work with temp staff.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Um, uh, Pam Quick said to call this number for the, uh, benefits line, but I'm just part-time. So do we need to, um, accept or decline? I want to decline the benefits.

Speaker speaker_0: Okay. Um, what staff... You said you're with TAMP, right? TAMP staffing?

Speaker speaker_1: Temp, temp staffing, yes.

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

Speaker speaker_1: Say pardon?

Speaker speaker_0: Um, I just need the last four of your Social to get in your file to do the, the declination.

Speaker speaker_1: 141425.

Speaker speaker_0: All right. Sutherland Morgan?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Can you please verify your address and date of birth?

Speaker speaker_1: 2089 Stump Bridge Road, Camden, Mississippi 39045.

Speaker speaker_0: And then your birthday?

Speaker speaker_1: And 10001859.

Speaker speaker_0: I have 404-918-5502 as your phone number.

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Okay. And then I have your first name period morgan20@gmail.com. Is that up to date?

Speaker speaker_1: Mm-hmm. That's it.

Speaker speaker_0: All right, and then you said that you wanted to-

Speaker speaker_1: So you're the... Are you the third party for them or something?

Speaker speaker_0: Yes. We're just the healthcare administrators. We only take care of their healthcare benefits.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Mm-hmm. And then you said you wanted to decline the coverage, right?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Your coverage has been declined. Okay?

Speaker speaker_1: Okay. Thank you. And what's your name?

Speaker speaker_0: My name is Stephanie.

Speaker speaker_1: Stephanie? Okay. Thank you so much. Bye-bye.

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

Speaker speaker_1: You too. Bye-bye.