

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from B- Benefits in a Card on be- uh, BGSS. We're currently processing an enrollment form that you filled out with BGS on March 25th. Um, you selected to be enrolled into coverage but also selected not to participate, so I was actually calling to see if you did wanna enroll or if you wanted to decline the coverage. Oh, for the coverage, I did want to decline. You did wanna decline? Mm-hmm. Okay. I went ahead and proceeded with your declination. You've been opted out. Was this for BG... What was it again? It was for the healthcare benefits that they offer through your staffing agencies. Um, depending on how many you select would be how much the weekly deduction is from your pay- Yeah. ... check to those plans. Yeah, I wanna decline on that. Okay, thank you. That was the reason for my call. Oh, I have one question. Mm-hmm. Mm-hmm. When I wa- when I was, um, filling out the application, um, it was asking me for if I wanted direct deposit or card. Mm-hmm. And I didn't have that stuff beforehand, so I, um, didn't fill out the, um, for that direct deposit, but I would do like to do direct deposit. So we, um, only take care of the healthcare benefits part. Oh. That was... You would have to, um, contact BGS. Okay. Mm-hmm. All right. All right, thank you. You're welcome. Have a nice day. You too. Bye-bye.

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 B- Benefits in a Card on be- uh, BGSS. We're currently processing an enrollment form that you filled out with BGS on March 25th. Um, you selected to be enrolled into coverage but also selected not to participate, so I was actually calling to see if you did wanna enroll or if you wanted to decline the coverage.

Speaker speaker_2: Oh, for the coverage, I did want to decline.

Speaker speaker_1: You did wanna decline?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. I went ahead and proceeded with your declination. You've been opted out.

Speaker speaker_2: Was this for BG... What was it again?

Speaker speaker_1: It was for the healthcare benefits that they offer through your staffing agencies. Um, depending on how many you select would be how much the weekly deduction is from your pay-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... check to those plans.

Speaker speaker_2: Yeah, I wanna decline on that.

Speaker speaker_1: Okay, thank you. That was the reason for my call.

Speaker speaker_2: Oh, I have one question.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_2: When I wa- when I was, um, filling out the application, um, it was asking me for if I wanted direct deposit or card.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I didn't have that stuff beforehand, so I, um, didn't fill out the, um, for that direct deposit, but I would do like to do direct deposit.

Speaker speaker_1: So we, um, only take care of the healthcare benefits part.

Speaker speaker_2: Oh.

Speaker speaker_1: That was... You would have to, um, contact BGS.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. All right, thank you.

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

Speaker speaker_2: You too. Bye-bye.