

Transcript: Estefania

Acevedo-5924948307918848-5034805128642560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, good morning. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solution. I'm looking to speak with Luis. Yeah, it's me. Um, hey, good afternoon. I'm calling because we're processing the enrollment forms for Hospitality Staffing Solutions regarding their healthcare benefits. Um, you selected some of the plans, but you also selected not to participate. So I was actually calling to see if you indeed want to enroll into what you selected or if you wanted to decline the coverage. Yeah, I wanted to decline it all. I'm not taking it, uh... I, I didn't... When they were doing the form, I, I w- I didn't, I didn't look at, I didn't look at, um, the one that said that you didn't have to participate, which is why- Yeah. ... I filled it out. Yeah, but I decided not to go through, not to do it. Okay, that's fine. Thank you, sir. Okay, I'm going to go ahead and decline the coverage. Um, that's all I really needed from you. Okay. Have a nice day. You too.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, good morning. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solution. I'm looking to speak with Luis.

Speaker speaker_1: Yeah, it's me.

Speaker speaker_2: Um, hey, good afternoon. I'm calling because we're processing the enrollment forms for Hospitality Staffing Solutions regarding their healthcare benefits. Um, you selected some of the plans, but you also selected not to participate. So I was actually calling to see if you indeed want to enroll into what you selected or if you wanted to decline the coverage.

Speaker speaker_1: Yeah, I wanted to decline it all. I'm not taking it, uh... I, I didn't... When they were doing the form, I, I w- I didn't, I didn't look at, I didn't look at, um, the one that said that you didn't have to participate, which is why-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I filled it out. Yeah, but I decided not to go through, not to do it.

Speaker speaker_2: Okay, that's fine. Thank you, sir. Okay, I'm going to go ahead and decline the coverage. Um, that's all I really needed from you.

Speaker speaker_1: Okay.

Speaker speaker_2: Have a nice day.

Speaker speaker_1: You too.