

Transcript: Franchesca

Baez-4865315467902976-6324971646173184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Benefit in a Card, looking to speak with Mr. Abramesco? Yeah. Sorry if I mispronounced it. How are you today, sir? How are you? Good, thank you for asking. I'm calling with Benefit in a Card. We are the administrators for the health insurance of Provider Staffing Company, the resource company. We were calling in regards to the form you filled out November 27th. It said that you wanted to participate in the health insurance but you didn't select any plans. No, thank you. I have insurance. Okay. So you didn't want the benefits, you wanted to decline insurance for the moment? No. Thank you. Okay. I apologize, sir. I'm confused then. Did you want me to process an enrollment? If so, I need the plan. Or did you not want insurance for the moment? What about the insurance? The insurance that the resource company is offering you as an employee of theirs, once you start working. What, what's that? The insurance the resource company is offering you once you start working with them. The staffing company. Yes. But you... in the form that you wanted to participate in the health insurance but you didn't select a plan. Well, I'll call you back. So I'm calling to verif... Okay. Yeah. Keep in mind there's no...

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Benefit in a Card, looking to speak with Mr. Abramesco?

Speaker speaker_2: Yeah.

Speaker speaker_1: Sorry if I mispronounced it. How are you today, sir?

Speaker speaker_2: How are you?

Speaker speaker_1: Good, thank you for asking. I'm calling with Benefit in a Card. We are the administrators for the health insurance of Provider Staffing Company, the resource company. We were calling in regards to the form you filled out November 27th. It said that you wanted to participate in the health insurance but you didn't select any plans.

Speaker speaker_2: No, thank you. I have insurance.

Speaker speaker_1: Okay. So you didn't want the benefits, you wanted to decline insurance for the moment?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: Okay. I apologize, sir. I'm confused then. Did you want me to process an enrollment? If so, I need the plan. Or did you not want insurance for the moment?

Speaker speaker_2: What about the insurance?

Speaker speaker_1: The insurance that the resource company is offering you as an employee of theirs, once you start working.

Speaker speaker_2: What, what's that?

Speaker speaker_1: The insurance the resource company is offering you once you start working with them. The staffing company.

Speaker speaker_2: Yes.

Speaker speaker_1: But you... in the form that you wanted to participate in the health insurance but you didn't select a plan.

Speaker speaker_2: Well, I'll call you back.

Speaker speaker_1: So I'm calling to verif... Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Keep in mind there's no...