

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I'm trying to, um, access the, um, insurance benefits, um, online. And I was, um, asked for my, um, ID and I don't know what the ID number is. Is that something you can help me with? Sure, I can try. What website are you going in to? Mybiac.com. So that website's only used when you're enrolling into coverage. If you already have active benefits, you'll have to go into the carrier's website. Okay. I'll have to take a look into your file to see which it is. Okay. What staffing company do you work with? Excuse me? What staffing company do you work with? Serge. What are the last four of the Social? 2944. And the first and last name? Angela Ross, R-O-S-S. Please verify your mailing address and date of birth. 2340 24th Street Northeast, Canton, Ohio, 44705, 52565. We have this number to reach you, 443-679-6563? Yes. We have your email down as angieDrose2012@gmail.com. Yes. Ms. Rose, you don't have any benefits with Serge as of yet. Okay. I was told to call, because I do not want the, um, insurance. How do I... Is there anything I need to do? I can press a declination on my end so that you're not auto enrolled. Okay. I do need a verbal confirmation that today you would like to decline auto enrollments with Serge, due to you not wanting to be enrolled. Is this correct? Yes. All right, so you're all set, Ms. Rose. I do have to let you know, their system will be sending you text messages, either calls or emails, telling you to remember to call to decline. You can ignore them. The thing is, it's an automated system that's doing those re- reminders. So it doesn't have a way to filter who on that contact list has already either declined or canceled coverage, so it still sends them out. All right. Thanks so much. Of course. Hope you have a wonderful rest of your day. Thank you for your time today. Will I get a, a confirmation that I declined, or no? We don't send those out unless you request it. Uh, yes. I, I want a confirmation. Okay. They should be sending it to the email that I verified with you within 24 to 48 business hours. Okay. Thanks so much. Of course. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I'm trying to, um, access the, um, insurance benefits, um, online. And I was, um, asked for my, um, ID and I don't know what the ID number is. Is that something you can help me with?

Speaker speaker_0: Sure, I can try. What website are you going in to?

Speaker speaker_1: Mybiac.com.

Speaker speaker_0: So that website's only used when you're enrolling into coverage. If you already have active benefits, you'll have to go into the carrier's website.

Speaker speaker_1: Okay.

Speaker speaker_0: I'll have to take a look into your file to see which it is.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 2944.

Speaker speaker_0: And the first and last name?

Speaker speaker_1: Angela Ross, R-O-S-S.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 2340 24th Street Northeast, Canton, Ohio, 44705, 52565.

Speaker speaker_0: We have this number to reach you, 443-679-6563?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as angieDrose2012@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Ms. Rose, you don't have any benefits with Serge as of yet.

Speaker speaker_1: Okay. I was told to call, because I do not want the, um, insurance. How do I... Is there anything I need to do?

Speaker speaker_0: I can press a declination on my end so that you're not auto enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: I do need a verbal confirmation that today you would like to decline auto enrollments with Serge, due to you not wanting to be enrolled. Is this correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you're all set, Ms. Rose. I do have to let you know, their system will be sending you text messages, either calls or emails, telling you to remember to call to decline. You can ignore them. The thing is, it's an automated system that's doing those

re- reminders. So it doesn't have a way to filter who on that contact list has already either declined or canceled coverage, so it still sends them out.

Speaker speaker_1: All right. Thanks so much.

Speaker speaker_0: Of course. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Will I get a, a confirmation that I declined, or no?

Speaker speaker_0: We don't send those out unless you request it.

Speaker speaker_1: Uh, yes. I, I want a confirmation.

Speaker speaker_0: Okay. They should be sending it to the email that I verified with you within 24 to 48 business hours.

Speaker speaker_1: Okay. Thanks so much.

Speaker speaker_0: Of course. My pleasure.