

Transcript: Francesca

Baez-5029731239116800-5088531690209280

Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? I'm trying to figure out why... w- well, why this, uh, number on my phone five times. Okay. We're the administrators of the health benefits of the staffing company offered. Have you applied with the staffing company recently? Yes. Which staffing company? Uh... B... S... BFSG or BSFH. BGSF? Yes. Yes, yes. All right. What is your last name and the last four of your Social to locate your account? My last name is Moses. The last of my account is 94... Of my... Social is 9454. All right. And then for security purposes, could you verify your mailing address and date of birth, please? Uh, my mailing address is 9411 Penn Wood Drive. My date of birth is 5/23/1969. All right. Oh, I see why. Okay. We're processing an enrollment form and it shows that the best contact information is 314-201-4646 with your email of MarvinMosesSr72@gmail.com. Correct. All right. So, based on the note that the agent left in your account, the reason why they were calling is because the form that you filled out on April 3rd showed that you were selecting to be enrolled into the Virgo Primary Care benefit but also you declined coverage. So we're just calling to verify whether or not you wanted to be enrolled. However, since they did not get ahold of you, they processed a declination. Were you looking to be enrolled into that plan or did you in fact want to decline it? No, I want to be client. Understood. So they already processed a declination for you, so you should be all set. Moving forward, BGFS should be reaching back out to you once they have an assignment for you. All right. Thank you very much. Of course. Thank you for returning our call. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: I'm trying to figure out why... w- well, why this, uh, number on my phone five times.

Speaker speaker_0: Okay. We're the administrators of the health benefits of the staffing company offered. Have you applied with the staffing company recently?

Speaker speaker_1: Yes.

Speaker speaker_0: Which staffing company?

Speaker speaker_1: Uh... B... S... BFSG or BSFH.

Speaker speaker_0: BGFS?

Speaker speaker_1: Yes. Yes, yes.

Speaker speaker_0: All right. What is your last name and the last four of your Social to locate your account?

Speaker speaker_1: My last name is Moses. The last of my account is 94... Of my... Social is 9454.

Speaker speaker_0: All right. And then for security purposes, could you verify your mailing address and date of birth, please?

Speaker speaker_1: Uh, my mailing address is 9411 Penn Wood Drive. My date of birth is 5/23/1969.

Speaker speaker_0: All right. Oh, I see why. Okay. We're processing an enrollment form and it shows that the best contact information is 314-201-4646 with your email of MarvinMosesSr72@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So, based on the note that the agent left in your account, the reason why they were calling is because the form that you filled out on April 3rd showed that you were selecting to be enrolled into the Virgo Primary Care benefit but also you declined coverage. So we're just calling to verify whether or not you wanted to be enrolled. However, since they did not get ahold of you, they processed a declination. Were you looking to be enrolled into that plan or did you in fact want to decline it?

Speaker speaker_1: No, I want to be client.

Speaker speaker_0: Understood. So they already processed a declination for you, so you should be all set. Moving forward, BGFS should be reaching back out to you once they have an assignment for you.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: Of course. Thank you for returning our call. Have a great day.