

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is How can I assist you today? Uh, I don't know. I just had a missed call. This is Antonio Duajardo- Did you listen to any voicemail? Did you listen to any voicemail that they may have left? Excuse me? Yes, sir. Did you listen to any voicemail that they may have left? Uh, I didn't listen to it. I just saw the missed call and called you back. Okay. So when you called in, nothing shows up on our screens. I wouldn't know specifically what they called you in regards to. We are the administrators for the health insurance of staffing companies. If you have previously applied with a staffing company, maybe it was when we were processing their forms. Do you remember applying for any staffing company? Uh, not that I remember. I got a text message. It says, uh, "Your benefits transitioned to Benefits in a Card effective," um, "05/05/25. However, you have until the 5/31 to make changes to your coverage." And I don't know- What company do you work for? Uh, SST. Mm-hmm. So that is in fact one of the staffing companies, sir. They used to have a different account administrator and switched over to us recently, so they're just informing you in regards to that. What is your first- Hello? ... and last name to see if I can locate a file? Antonio- Antonio. ... Duajardo. D-U-A-J-A-R-D-O. Here we go. What is the last four of your social? 9601. It is this one. I have Beth's address down as 5445 South Alameda Street. Yeah. With the phone number of 361-631-9676? Yes. And what is your date of birth? 9/23 of '85. It is this one. So I'm not entirely sure that it was actually one of my coworkers that gave you that call. I believe it was SST automated system. Because you are already enrolled into benefits and I'm the first person to access your file today. So it could very well be that it was just the automated system letting you know regarding the transition that has happened, because as of right now, all of the employees of your company, they have all the way till the end of this month, May 31st, to make any additional enrollments or changes to any policies. So you're currently enrolled in a medical plan only at the moment. Oh, wow. I don't remember signing up for it. So we already sent that enrollment from SST along with your information when the transition happened. Would you like me to cancel it then? Uh, yeah, sure. Okay. So I just need a verbal disclosure that today you would like to cancel your benefits with Superior Skilled Trades, known as SST. Correct? What benefits are they? Like what, what, what does it consist of? What is this? Health insurance, sir. Health medical benefits, your medical plan. Oh. Uh, no, it's okay. Thank you. So you wanted me to leave it active?

Conversation Format

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

Speaker speaker_1: Uh, I don't know. I just had a missed call. This is Antonio Duajardo-

Speaker speaker_0: Did you listen to any voicemail? Did you listen to any voicemail that they may have left?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. Did you listen to any voicemail that they may have left?

Speaker speaker_1: Uh, I didn't listen to it. I just saw the missed call and called you back.

Speaker speaker_0: Okay. So when you called in, nothing shows up on our screens. I wouldn't know specifically what they called you in regards to. We are the administrators for the health insurance of staffing companies. If you have previously applied with a staffing company, maybe it was when we were processing their forms. Do you remember applying for any staffing company?

Speaker speaker_1: Uh, not that I remember. I got a text message. It says, uh, "Your benefits transitioned to Benefits in a Card effective," um, "05/05/25. However, you have until the 5/31 to make changes to your coverage." And I don't know-

Speaker speaker_0: What company do you work for?

Speaker speaker_1: Uh, SST.

Speaker speaker_0: Mm-hmm. So that is in fact one of the staffing companies, sir. They used to have a different account administrator and switched over to us recently, so they're just informing you in regards to that. What is your first-

Speaker speaker_1: Hello?

Speaker speaker_0: ... and last name to see if I can locate a file?

Speaker speaker_1: Antonio-

Speaker speaker_0: Antonio.

Speaker speaker_1: ... Duajardo. D-U-A-J-A-R-D-O.

Speaker speaker_0: Here we go. What is the last four of your social?

Speaker speaker_1: 9601.

Speaker speaker_0: It is this one. I have Beth's address down as 5445 South Alameda Street.

Speaker speaker_1: Yeah.

Speaker speaker_0: With the phone number of 361-631-9676?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 9/23 of '85.

Speaker speaker_0: It is this one. So I'm not entirely sure that it was actually one of my coworkers that gave you that call. I believe it was SST automated system. Because you are already enrolled into benefits and I'm the first person to access your file today. So it could very well be that it was just the automated system letting you know regarding the transition that has happened, because as of right now, all of the employees of your company, they have all the way till the end of this month, May 31st, to make any additional enrollments or changes to any policies. So you're currently enrolled in a medical plan only at the moment.

Speaker speaker_1: Oh, wow. I don't remember signing up for it.

Speaker speaker_0: So we already sent that enrollment from SST along with your information when the transition happened. Would you like me to cancel it then?

Speaker speaker_1: Uh, yeah, sure.

Speaker speaker_0: Okay. So I just need a verbal disclosure that today you would like to cancel your benefits with Superior Skilled Trades, known as SST. Correct?

Speaker speaker_1: What benefits are they? Like what, what, what does it consist of? What is this?

Speaker speaker_0: Health insurance, sir. Health medical benefits, your medical plan.

Speaker speaker_1: Oh. Uh, no, it's okay. Thank you.

Speaker speaker_0: So you wanted me to leave it active?