

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? Hey, my name is Kyla Evans. I recently just enrolled in a benefit, but, um, I wanted to opt out of the ones that I opted in to. Um, basically decline the enrollment or cancel it? Yes, ma'am. Okay. What staffing company was it with? MAU. And what are the last four of your last name? I mean, of your social? Sorry. You're okay. It's 5480. So it looks like we haven't received your file yet from MAU to be able to decline that coverage. Okay. Have you started working yet? Yes, ma'am. Today was my first day. Okay. Um, so I recommend calling in by the end of the week to see if we have already received it. It's more effective to get the... for us to have the file, sorry, when we decline or cancel that enrollment, because more than likely if we do create a file, it still leaves the possibility of someone enrolling you into that policy that you requested, even if we put a note on the account, to be quite honest. Okay. So I would suggest giving us a call... All right. Thank you. ... either Wednesday or Friday to see if we have it by then. All right. Thank you. Of course. Was there anything else that we can assist you with today? No, ma'am. All right, Miss Evans. I hope you have a wonderful rest of your day, and thank you for giving us a call today. You're welcome. Bye-bye.

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: Hey, my name is Kyla Evans. I recently just enrolled in a benefit, but, um, I wanted to opt out of the ones that I opted in to.

Speaker speaker_0: Um, basically decline the enrollment or cancel it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What staffing company was it with?

Speaker speaker_1: MAU.

Speaker speaker_0: And what are the last four of your last name? I mean, of your social? Sorry.

Speaker speaker_1: You're okay. It's 5480.

Speaker speaker_0: So it looks like we haven't received your file yet from MAU to be able to decline that coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Have you started working yet?

Speaker speaker_1: Yes, ma'am. Today was my first day.

Speaker speaker_0: Okay. Um, so I recommend calling in by the end of the week to see if we have already received it. It's more effective to get the... for us to have the file, sorry, when we decline or cancel that enrollment, because more than likely if we do create a file, it still leaves the possibility of someone enrolling you into that policy that you requested, even if we put a note on the account, to be quite honest.

Speaker speaker_1: Okay.

Speaker speaker_0: So I would suggest giving us a call...

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: ... either Wednesday or Friday to see if we have it by then.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, Miss Evans. I hope you have a wonderful rest of your day, and thank you for giving us a call today.

Speaker speaker_1: You're welcome.

Speaker speaker_0: Bye-bye.