

Transcript: Francesca

Baez-6099877317099520-5556374975594496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Hello. My name is Francesca ■benefits and a car calling to speak with Mr. Robles on behalf of BGSSaffing. In, in behalf of who? BGSSaffing, sir. Oh, BG? Yeah. B as in boy, G as in George, S as in Sam, S as in Frank, Staffing. Mm-hmm. Okay. Hi. We're calling in regards to the enrollment form for health insurance that you filled out January 16, '25, where you had requested benefits for yourself and spouse, as well as for yourself and child, but you didn't provide their information for the coverage. Okay. Give me one second, okay? Okay. Give me a second here. Okay. So you're calling on behalf of BGSS, right? BGSS. Yes, sir. Yes. Okay. I s-... I spoke with Taya. Uh, what, what is it that I need now? So the enrollment form that you submitted showed that you selected virtual primary care for yourself and your spouse, and then you also selected the VAP Classic Medical Plan, dental and vision for yourself and the children. You didn't put their information in there for them to be dependent, so we're calling to collect their information. Okay. Uh, right now, I don't have any of their information. I, I'm, I'm on the job site right now. Uh, I can call during my lunch hour in, in, in about an hour. Okay. Yeah. I'll go ahead and process it for employee only now, um, and then put a note so that they know you're going to be calling back later to put them in the policy then, okay? Yeah. Okay. All right. Sounds good. Thanks. Thank you so much- Thank you. ... for your time and for taking my call. Thank you. Goodbye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon.

Speaker speaker_2: Hello.

Speaker speaker_1: My name is Francesca ■benefits and a car calling to speak with Mr. Robles on behalf of BGSSaffing.

Speaker speaker_2: In, in behalf of who?

Speaker speaker_1: BGSSaffing, sir.

Speaker speaker_2: Oh, BG? Yeah.

Speaker speaker_1: B as in boy, G as in George, S as in Sam, S as in Frank, Staffing.

Speaker speaker_2: Mm-hmm. Okay. Hi.

Speaker speaker_1: We're calling in regards to the enrollment form for health insurance that you filled out January 16, '25, where you had requested benefits for yourself and spouse, as well as for yourself and child, but you didn't provide their information for the coverage.

Speaker speaker_2: Okay. Give me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: Give me a second here. Okay. So you're calling on behalf of BGSS, right?

Speaker speaker_1: BGSS. Yes, sir.

Speaker speaker_2: Yes. Okay. I s-... I spoke with Taya. Uh, what, what is it that I need now?

Speaker speaker_1: So the enrollment form that you submitted showed that you selected virtual primary care for yourself and your spouse, and then you also selected the VAP Classic Medical Plan, dental and vision for yourself and the children. You didn't put their information in there for them to be dependent, so we're calling to collect their information.

Speaker speaker_2: Okay. Uh, right now, I don't have any of their information. I, I'm, I'm on the job site right now. Uh, I can call during my lunch hour in, in, in about an hour.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'll go ahead and process it for employee only now, um, and then put a note so that they know you're going to be calling back later to put them in the policy then, okay?

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Sounds good.

Speaker speaker_1: Thanks. Thank you so much-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... for your time and for taking my call.

Speaker speaker_2: Thank you. Goodbye.

Speaker speaker_1: Thank you. Bye.