

Transcript: Francesca

Baez-6333205387722752-5682282592256000

Full Transcript

Thank you for calling Banner Veterans Health Card. My name is Francesca. How can I assist you today? Yeah, this is Karen Watkins and I, uh, don't want to get that insurance. Okay, so you're calling to decline. What staffing company do you work with? Integrity. And what are the last four of the Social? 7025. And you did say your last name was Watkins, correct? Yes. All right, can you please verify your mailing address and date of birth to make sure I have located the correct account? September the 28th, 1960. 313 Webster Boulevard, Jacksonville, Indiana, 47130. We have your email down as ladystarr1960@yahoo.com. Yeah, ladykstarr. All right, and is the contact you're calling us on ending in 1067 the best number to contact you? Yes. Okay, and then the last one will be the verbal declaration that today you would like to decline auto-enrollment as well as coverage with Integrity Trace Services at the moment, correct? Yes. All right, Ms. Watkins, so I went ahead and processed that declamation for you. Now, seeing as your personal enrolling period has started, for the next three weeks more than likely their system is gonna send you an text message, an email or an automated call telling you that you're going to be auto-enrolled into coverage. You can simply ignore it. The thing is, their system doesn't have a way to filter from the contact list who has already called to decline, so it'll still send those text messages to you. Okay. All right, was there anything else aside from processing the declamation that we can assist you with today? Nope, that's all. Thank you. All right, thank you so much for giving us a call today. I hope you have a wonderful rest of your day. Uh-huh, you too. Mm-hmm, bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Banner Veterans Health Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, this is Karen Watkins and I, uh, don't want to get that insurance.

Speaker speaker_0: Okay, so you're calling to decline. What staffing company do you work with?

Speaker speaker_1: Integrity.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 7025.

Speaker speaker_0: And you did say your last name was Watkins, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, can you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker_1: September the 28th, 1960. 313 Webster Boulevard, Jacksonville, Indiana, 47130.

Speaker speaker_0: We have your email down as ladystarr1960@yahoo.com.

Speaker speaker_1: Yeah, ladykstarr.

Speaker speaker_0: All right, and is the contact you're calling us on ending in 1067 the best number to contact you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then the last one will be the verbal declaration that today you would like to decline auto-enrollment as well as coverage with Integrity Trace Services at the moment, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, Ms. Watkins, so I went ahead and processed that declamation for you. Now, seeing as your personal enrolling period has started, for the next three weeks more than likely their system is gonna send you an text message, an email or an automated call telling you that you're going to be auto-enrolled into coverage. You can simply ignore it. The thing is, their system doesn't have a way to filter from the contact list who has already called to decline, so it'll still send those text messages to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, was there anything else aside from processing the declamation that we can assist you with today?

Speaker speaker_1: Nope, that's all. Thank you.

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

Speaker speaker_1: Uh-huh, you too. Mm-hmm, bye.

Speaker speaker_0: Thank you. Bye-bye.