

Transcript: Francesca

Baez-6591674521796608-4691819494948864

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Reedus on behalf of Surge Staffing. This is Reedus. We're giving you a call in regards to an enrollment we see you were trying to process online for the- Yes. ... membership for yourself and family. Um, so we were missing your family's first and last names and the date of birth to be able to put them as dependents into that plan, and I was wondering if I could get that information from you. Um, actually, I didn't want the plan. Did, did you want me to cancel the policy for both them, for your access, as well as the dental? Uh, yes. Understood. I'll go ahead and cancel the pending enrollment. Um, now, your company does have auto enrollment. Do you want me to decline the auto enrollment on it as well? Yes, ma'am. Understood. I'll go ahead and process that for you then. Okay. All right. Well, thank you so much, ma'am, for taking more call and your time today. Thank you. You, too. Well... You're welcome. It was a pleasure.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Reedus on behalf of Surge Staffing.

Speaker speaker_2: This is Reedus.

Speaker speaker_1: We're giving you a call in regards to an enrollment we see you were trying to process online for the-

Speaker speaker_2: Yes.

Speaker speaker_1: ... membership for yourself and family. Um, so we were missing your family's first and last names and the date of birth to be able to put them as dependents into that plan, and I was wondering if I could get that information from you.

Speaker speaker_2: Um, actually, I didn't want the plan.

Speaker speaker_1: Did, did you want me to cancel the policy for both them, for your access, as well as the dental?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Understood. I'll go ahead and cancel the pending enrollment. Um, now, your company does have auto enrollment. Do you want me to decline the auto enrollment on it as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Understood. I'll go ahead and process that for you then.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, thank you so much, ma'am, for taking more call and your time today.

Speaker speaker_2: Thank you. You, too. Well...

Speaker speaker_1: You're welcome. It was a pleasure.