

Transcript: Justin

Mills-5821180068446208-5532818849873920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Jamie Marshall? Uh, who is this? This is Justin from Benefits and a Card calling on behalf of Hamilton/Riker Group. How are you doing? I'm doing good. Awesome. Just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton/Riker yesterday letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage but also chose not to part- participate. So I'm just reaching out confirming what you wanted to do. Um, well, I kind of have health insurance, so ... that's why I didn't... I didn't want to take the long time. Okay. No, no worries. Uh, uh, I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today? Uh, no, sir. You've been a great help. Awesome. Well, you have a wonderful weekend, okay? You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. May I speak with Jamie Marshall?

Speaker speaker_2: Uh, who is this?

Speaker speaker_1: This is Justin from Benefits and a Card calling on behalf of Hamilton/Riker Group. How are you doing?

Speaker speaker_2: I'm doing good.

Speaker speaker_1: Awesome. Just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from Hamilton/Riker yesterday letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage but also chose not to part- participate. So I'm just reaching out confirming what you wanted to do.

Speaker speaker_2: Um, well, I kind of have health insurance, so ... that's why I didn't... I didn't want to take the long time.

Speaker speaker_1: Okay. No, no worries. Uh, uh, I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today?

Speaker speaker_2: Uh, no, sir. You've been a great help.

Speaker speaker_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.