

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Yes. I was returning your call. Uh, was there a voicemail left by any chance? Uh, yes, there was. It was just like... They literally just called not too long ago. I didn't get a chance to answer the voicemail. I was just called back. Okay. Um, do you work for a staffing agency? Uh, I just applied for one. Okay. So there was probably an outbound call to you regarding an enrollment form we received from that staffing agency. We wanted to confirm if you wanted benefits or if you wanted to opt out of benefits. Uh, could you tell me, like, what's all the benefits again? Yeah. Let me try pulling your file. So BG Staffing, what's the last four of your Social? 0428. And your first and last name? Taylor Irving. And for security purposes, can you verify the home address, including city, state and ZIP Code? 3901 Grand River, Detroit, Michigan 48208. And your date of birth? February 1st, 2000. And could the telephone number I have is 313-415-8228? Yes. And the email I have is your first and last name, the number one at gmail? Yeah. Okay. So let's see here. So yes. So looking at no history, I do see there was an outbound call to you regarding, uh, health insurance offered through BG Staffing. We wanted to confirm which plans you wanted, because you chose some benefits but you also chose not to participate. Um, what you put down, you put down virtual primary care for employee only, and then also chose not to participate. So I'm just confirming what you wanted to do. Okay. Yeah. That's okay. Yeah. Okay. So you do want to enroll or you do want to opt out? I want to opt out. Okay. So I'll go ahead and process this as a declination for you. Is there anything else I can help you out with today? Uh, no. That's all. Awesome. You have a wonderful day, okay? Uh, 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: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Yes. I was returning your call.

Speaker speaker_1: Uh, was there a voicemail left by any chance?

Speaker speaker_2: Uh, yes, there was. It was just like... They literally just called not too long ago. I didn't get a chance to answer the voicemail. I was just called back.

Speaker speaker_1: Okay. Um, do you work for a staffing agency?

Speaker speaker_2: Uh, I just applied for one.

Speaker speaker_1: Okay. So there was probably an outbound call to you regarding an enrollment form we received from that staffing agency. We wanted to confirm if you wanted benefits or if you wanted to opt out of benefits.

Speaker speaker_2: Uh, could you tell me, like, what's all the benefits again?

Speaker speaker_1: Yeah. Let me try pulling your file. So BG Staffing, what's the last four of your Social?

Speaker speaker_2: 0428.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Taylor Irving.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and ZIP Code?

Speaker speaker_2: 3901 Grand River, Detroit, Michigan 48208.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: February 1st, 2000.

Speaker speaker_1: And could the telephone number I have is 313-415-8228?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is your first and last name, the number one at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So let's see here. So yes. So looking at no history, I do see there was an outbound call to you regarding, uh, health insurance offered through BG Staffing. We wanted to confirm which plans you wanted, because you chose some benefits but you also chose not to participate. Um, what you put down, you put down virtual primary care for employee only, and then also chose not to participate. So I'm just confirming what you wanted to do.

Speaker speaker_2: Okay. Yeah. That's okay. Yeah.

Speaker speaker_1: Okay. So you do want to enroll or you do want to opt out?

Speaker speaker_2: I want to opt out.

Speaker speaker_1: Okay. So I'll go ahead and process this as a declination for you. Is there anything else I can help you out with today?

Speaker speaker_2: Uh, no. That's all.

Speaker speaker_1: Awesome. You have a wonderful day, okay?

Speaker speaker_2: Uh, you too.

Speaker speaker_1: All right. Bye-bye.