

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Central. This is Pamela speaking. How may I help you? Hi. I have insurance through you guys with the BGS Staffing that I, um, work for, and I wanted to know how do I go about canceling it? Sure. I can help you with that. And you said BGS Staffing? Yeah, B... Uh-huh. May I have the last four digits of your Social? 8723. First and last name? A-L-I-D-A, Alida. Last name, Q-U-I-N-O-N-E-S. Alida Quinones? Yes. Ms. Quinones, for registration reasons and to make sure we are on file, we need to verify your complete address and date of birth. Sure. It's 3001 58th Avenue F, Apartment 204 of Saint Pete, Florida, 33712. Date of birth was 8/19/1959. Thank you for the information. We have the telephone number on file. Uh, 27... I'm sorry. 727-415-8325 and- 8325, yes. Is your first last name at yahoo.com? Correct. I do not see any enrollment here for you. Uh, did you recently submitted a... a form to enroll in the benefits? I did it when I first joined on about, uh, I don't know, a month or a half, maybe, ago. But you're saying there's nothing in there? No, it's nothing in there. All right. I'll have to get with BGS. They'll have to send me my pay stubs because I don't see what- what's on there, to make sure they're not deducting it. But I had enrolled for it when I first started with them. What I'm gonna do here, um, I will decline the enrollment just in case they send the- the form. Okay. And... So that way they know that you no longer want- That's- ... to be enrolled. That's... I appreciate that. Thank you. All right. All right, thank you. Is there anything else I could do for you, ma'am? Nope, that was all. Enjoy your day, okay? You too. All right. Thanks. 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 Central. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I have insurance through you guys with the BGS Staffing that I, um, work for, and I wanted to know how do I go about canceling it?

Speaker speaker_1: Sure. I can help you with that. And you said BGS Staffing?

Speaker speaker_2: Yeah, B... Uh-huh.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 8723.

Speaker speaker_1: First and last name?

Speaker speaker_2: A-L-I-D-A, Alida. Last name, Q-U-I-N-O-N-E-S.

Speaker speaker_1: Alida Quinones?

Speaker speaker_2: Yes.

Speaker speaker_1: Ms. Quinones, for registration reasons and to make sure we are on file, we need to verify your complete address and date of birth.

Speaker speaker_2: Sure. It's 3001 58th Avenue F, Apartment 204 of Saint Pete, Florida, 33712. Date of birth was 8/19/1959.

Speaker speaker_1: Thank you for the information. We have the telephone number on file. Uh, 27... I'm sorry. 727-415-8325 and-

Speaker speaker_2: 8325, yes.

Speaker speaker_1: Is your first last name at yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: I do not see any enrollment here for you. Uh, did you recently submitted a... a form to enroll in the benefits?

Speaker speaker_2: I did it when I first joined on about, uh, I don't know, a month or a half, maybe, ago. But you're saying there's nothing in there?

Speaker speaker_1: No, it's nothing in there.

Speaker speaker_2: All right. I'll have to get with BGS. They'll have to send me my pay stubs because I don't see what- what's on there, to make sure they're not deducting it. But I had enrolled for it when I first started with them.

Speaker speaker_1: What I'm gonna do here, um, I will decline the enrollment just in case they send the- the form.

Speaker speaker_2: Okay.

Speaker speaker_1: And... So that way they know that you no longer want-

Speaker speaker_2: That's-

Speaker speaker_1: ... to be enrolled.

Speaker speaker_2: That's... I appreciate that. Thank you.

Speaker speaker_1: All right. All right, thank you. Is there anything else I could do for you, ma'am?

Speaker speaker_2: Nope, that was all. Enjoy your day, okay?

Speaker speaker_1: You too.

Speaker speaker_2: All right. Thanks. Bye.