

Transcript: Pearl

Rojas-5926473522003968-4545853793288192

Full Transcript

Hi. Good afternoon. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. This is Seth Green. And how can I assist you? I am trying to, um, decline coverage but the, the site isn't letting me. It's saying, "Enrollment not allowed. Please call our contact center." Okay. What's the name of the staffing agency you work for? Um, Versana. All righty. And the last four digits of your SSN? 5906. All right. So Versana actually doesn't have auto enrollment, so if you don't want the coverage you simply just un-enroll. Okay. Great. That works. Okay. Thank you . No problem. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi. This is Seth Green.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I am trying to, um, decline coverage but the, the site isn't letting me. It's saying, "Enrollment not allowed. Please call our contact center."

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, Versana.

Speaker speaker_0: All righty. And the last four digits of your SSN?

Speaker speaker_1: 5906.

Speaker speaker_0: All right. So Versana actually doesn't have auto enrollment, so if you don't want the coverage you simply just un-enroll.

Speaker speaker_1: Okay. Great. That works.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you .

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too. Bye.