

Transcript: Pearl

Rojas-6611504731308032-6504655944204288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Cameron Smith. And how can I assist you, Mr. Smith? Um, you guys had called me two times about 10 minutes ago, um, and I just wanted to see what that was about. Okay, um- How would that work with them? Okay. Do you work for a staffing agency? Uh, yeah, Megaforce. Okay. Um, so we're the healthcare providers, the healthcare administrators for Megaforce. Uh, we take care of the healthcare coverage that they offer. What are the last four digits of your social? 8154. Mm-hmm. I'm pretty sure I decline coverage. Okay. Let me go ahead and verify that information. Okay, what is, um, your address and date of birth? Uh, 802 Heather Court and December 22nd, 2001. Okay, and what's the city and state? Uh, oh, uh, Bessemer City, North Carolina. Okay, and I have your phone number at 540-388-1684? Yes. Okay, so it's most likely because Megaforce is in open enrollment right now so you could, um, enroll in coverage, make any changes, add any dependents, stuff like that. They do have an auto enrollment program, so if you don't want the coverage, I can go ahead and decline you. I don't see a declination on your account right now, um, but I can go ahead- Okay. ... and do that if you'd like. Um, just put a hold on it for now. Okay, sounds good. I'll call you guys back with a definite answer later. Okay, so I'll go ahead and decline you for the moment, just in case you don't get around to calling again you won't be enrolled. You have until the 17th of this month to decide. Okay, thank you for telling me. Thank you for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Cameron Smith.

Speaker speaker_1: And how can I assist you, Mr. Smith?

Speaker speaker_2: Um, you guys had called me two times about 10 minutes ago, um, and I just wanted to see what that was about.

Speaker speaker_1: Okay, um-

Speaker speaker_2: How would that work with them?

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Uh, yeah, Megaforce.

Speaker speaker_1: Okay. Um, so we're the healthcare providers, the healthcare administrators for Megaforce. Uh, we take care of the healthcare coverage that they offer. What are the last four digits of your social?

Speaker speaker_2: 8154.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm pretty sure I decline coverage.

Speaker speaker_1: Okay. Let me go ahead and verify that information. Okay, what is, um, your address and date of birth?

Speaker speaker_2: Uh, 802 Heather Court and December 22nd, 2001.

Speaker speaker_1: Okay, and what's the city and state?

Speaker speaker_2: Uh, oh, uh, Bessemer City, North Carolina.

Speaker speaker_1: Okay, and I have your phone number at 540-388-1684?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it's most likely because Megaforce is in open enrollment right now so you could, um, enroll in coverage, make any changes, add any dependents, stuff like that. They do have an auto enrollment program, so if you don't want the coverage, I can go ahead and decline you. I don't see a declination on your account right now, um, but I can go ahead-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and do that if you'd like.

Speaker speaker_2: Um, just put a hold on it for now.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_2: I'll call you guys back with a definite answer later.

Speaker speaker_1: Okay, so I'll go ahead and decline you for the moment, just in case you don't get around to calling again you won't be enrolled. You have until the 17th of this month to decide.

Speaker speaker_2: Okay, thank you for telling me.

Speaker speaker_1: Thank you for calling. You have a great day.

Speaker speaker_2: You too.