

Transcript: VICTORIA

Taylor-4578281520283648-6695070026874880

Full Transcript

Thank you for calling Benefits ... on a Card. This is Victoria, how can I help you? Uh, I'm just calling 'cause I had a missed call from this number. Okay. Did they leave a voicemail for you? Let me look. I'm sorry, what'd you say? Yeah, I was just wondering if they left a voicemail for you. It says, "We were calling regarding the enrollment form for the health insurance." Okay. Um- So, are you, you guys a health insurance company? So we're benefits administrators if you work through a staffing or temp agency. It sounds like you submitted a enrollment form requesting coverage, and they just had questions on it. Um- I don't think I would have 'cause I'm on my parents' plan till I'm 27. Okay. I, I mean, I can pull up your file and see specifically what's going on. What's the name of the agency you work with? Where I work is DiGiorgio. Is that the name of the staffing agency you're going through? I don't know what you mean by that, but yeah, I don't remember filling anything out other than I did a recent job application and got a new job. I don't know if this has anything to do with that. Okay. So we work for multiple staffing and temp agencies across the states. Did you apply for any type of temp agency or staffing agency that you go through to, you know, get work? Uh, maybe Time Staffing. Okay. Would that be it? Yes. We do administer medical insurance for Time Staffing. I see. Yeah, that, that's the website I filled out all my applications through for this job. Okay. What's the last four of your Social? 7839. And your first and last name? Tyler Shoup, S-H-O-U-P. Okay. Do you mind verifying your address and date of birth? Uh, my address is 303 Worth Street, Dahlin, Ohio, and March 1st, 2006. All right, phone number is 234-235-0853. Yep. Okay. So I'm looking at the enrollment form. It looks like you selected a few plans, but you also selected to, to decline, so we were calling to verify if you were wanting to enroll or if you were wanting to decline. I was wanting to decline. Okay, that's all we needed from you. I'll go ahead and make a note on file. All right, thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... on a Card. This is Victoria, how can I help you?

Speaker speaker_1: Uh, I'm just calling 'cause I had a missed call from this number.

Speaker speaker_0: Okay. Did they leave a voicemail for you?

Speaker speaker_1: Let me look. I'm sorry, what'd you say?

Speaker speaker_0: Yeah, I was just wondering if they left a voicemail for you.

Speaker speaker_1: It says, "We were calling regarding the enrollment form for the health insurance."

Speaker speaker_0: Okay. Um-

Speaker speaker_1: So, are you, you guys a health insurance company?

Speaker speaker_0: So we're benefits administrators if you work through a staffing or temp agency. It sounds like you submitted a enrollment form requesting coverage, and they just had questions on it. Um-

Speaker speaker_1: I don't think I would have 'cause I'm on my parents' plan till I'm 27.

Speaker speaker_0: Okay. I, I mean, I can pull up your file and see specifically what's going on. What's the name of the agency you work with?

Speaker speaker_1: Where I work is DiGiorgio.

Speaker speaker_0: Is that the name of the staffing agency you're going through?

Speaker speaker_1: I don't know what you mean by that, but yeah, I don't remember filling anything out other than I did a recent job application and got a new job. I don't know if this has anything to do with that.

Speaker speaker_0: Okay. So we work for multiple staffing and temp agencies across the states. Did you apply for any type of temp agency or staffing agency that you go through to, you know, get work?

Speaker speaker_1: Uh, maybe Time Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: Would that be it?

Speaker speaker_0: Yes. We do administer medical insurance for Time Staffing.

Speaker speaker_1: I see. Yeah, that, that's the website I filled out all my applications through for this job.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 7839.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tyler Shoup, S-H-O-U-P.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my address is 303 Worth Street, Dahlin, Ohio, and March 1st, 2006.

Speaker speaker_0: All right, phone number is 234-235-0853.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So I'm looking at the enrollment form. It looks like you selected a few plans, but you also selected to, to decline, so we were calling to verify if you were wanting to enroll or if you were wanting to decline.

Speaker speaker_1: I was wanting to decline.

Speaker speaker_0: Okay, that's all we needed from you. I'll go ahead and make a note on file.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Have a good day.