

Transcript: VICTORIA

Taylor-4931008153829376-5786933127331840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Marcus White? This is him. I'm sorry? This is him. Hey, this is Victoria with Benefits and a Card. We administer medical insurance for BGS. What is that? BGS is the staffing agency. Do you happen to work through them? Oh, uh, I haven't worked through them yet. Okay. Well, um, we did receive a enrollment form. It looks like you signed and dated on the 11th of February? Yeah. I'm just calling because on the form you selected to enroll into the virtual primary care benefit, but you also selected t- to, uh, decline. Oh, okay. Were you wanting to enroll or were you wanting to decline? Uh, you said primary care benefits. I enrolled in... Yes, it's a virtual primary care benefit. This is for the medical insurance being offered through BGS. Uh, no, I don't want it 'cause I got, uh, I got an insurance card. Okay. Uh, that's all I needed to verify. Okay. Thank you. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, is this Marcus White?

Speaker speaker_2: This is him.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: This is him.

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card. We administer medical insurance for BGS.

Speaker speaker_2: What is that?

Speaker speaker_1: BGS is the staffing agency. Do you happen to work through them?

Speaker speaker_2: Oh, uh, I haven't worked through them yet.

Speaker speaker_1: Okay. Well, um, we did receive a enrollment form. It looks like you signed and dated on the 11th of February?

Speaker speaker_2: Yeah.

Speaker speaker_1: I'm just calling because on the form you selected to enroll into the virtual primary care benefit, but you also selected t- to, uh, decline.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Were you wanting to enroll or were you wanting to decline?

Speaker speaker_2: Uh, you said primary care benefits. I enrolled in...

Speaker speaker_1: Yes, it's a virtual primary care benefit. This is for the medical insurance being offered through BGS.

Speaker speaker_2: Uh, no, I don't want it 'cause I got, uh, I got an insurance card.

Speaker speaker_1: Okay. Uh, that's all I needed to verify.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.