

Transcript: VICTORIA

Taylor-4965464198299648-6390765335822336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is Billy Person and I work through Crown Staffing, and I'm opting out. I do not want the insurance. I'm on my wife insurance. I do not want the insurance. Could I get you to send me something by email saying I denied insurance? Yes. Let me pull up your file so I can decline it for you and then I can send a confirmation. Yes, ma'am. What's the name of the agency you work for? Crown Staffing. And the last four of your social? 5620. And then your first and last name. First name Billy, last name Person. Okay, gotcha. Do you mind verifying your address and date of birth? 1075 Mowlay, Mowlay Drive, Hopkinstville, Connecticut 42240. Birthday June 1st, 1975. Phone number 205-887-0626? Yes, ma'am. And then email's gonna be first and last name 75 at yahoo.com? Yes, ma'am. Okay. Um, looks like you actually already declined it back in September, so I will just send a confirmation to your email- Yes, ma'am. ... and you should be good to go from here. This is something about an open enrollment. Yeah. It is open enrollment for the company, so that's just if you want to get enrolled. But it looks like you declined the auto-enrollment probably when you were hired on. Oh, okay. Yes, ma'am. Yeah. Thank you so much. Yes, ma'am. You're welcome. Give me just a few minutes if you will to put the, put together the email- Okay. ... but I will get that sent to you as soon as I can. Yes, ma'am. All righty. You have a good day. You do the same. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, my name is Billy Person and I work through Crown Staffing, and I'm opting out. I do not want the insurance. I'm on my wife insurance. I do not want the insurance. Could I get you to send me something by email saying I denied insurance?

Speaker speaker_0: Yes. Let me pull up your file so I can decline it for you and then I can send a confirmation.

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5620.

Speaker speaker_0: And then your first and last name.

Speaker speaker_1: First name Billy, last name Person.

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

Speaker speaker_1: 1075 Mowlay, Mowlay Drive, Hopkinsville, Connecticut 42240. Birthday June 1st, 1975.

Speaker speaker_0: Phone number 205-887-0626?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email's gonna be first and last name 75 at yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, looks like you actually already declined it back in September, so I will just send a confirmation to your email-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... and you should be good to go from here.

Speaker speaker_1: This is something about an open enrollment.

Speaker speaker_0: Yeah. It is open enrollment for the company, so that's just if you want to get enrolled. But it looks like you declined the auto-enrollment probably when you were hired on.

Speaker speaker_1: Oh, okay. Yes, ma'am.

Speaker speaker_0: Yeah.

Speaker speaker_1: Thank you so much. Yes, ma'am.

Speaker speaker_0: You're welcome. Give me just a few minutes if you will to put the, put together the email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but I will get that sent to you as soon as I can.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. You have a good day.

Speaker speaker_1: You do the same.

Speaker speaker_0: Thank you.