

Transcript: VICTORIA

Taylor-5189219808755712-4674619476590592

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Yes. Um, I just got, um, a message saying to, uh, make changes before my window closes in 30 days. Okay. So this is for medical insurance if you happen to work through like a staffing or a temp agency. Yes. I, yeah, I, I, uh, I'm with HD Staffing. Okay. Are you wanting to enroll into benefits? Uh, okay. Uh, uh, my question is, if I don't do anything, I don't get no benefits with the company that- with the company that I'm working at under the HD Staffing? So this is just for the benefits being offered through the staffing agency. Okay. So, but right now I don't have no benefits, um, with the HD Staffing. Is that right? I'll have to pull up your file to see if you're enrolled into anything. Okay. Yeah, that'd be - Did you fill out our request coverage? Yeah. I think, I think I did, but I can't be sure. Um, but I'm pretty sure I have a file on there. I just haven't... I couldn't access to it. What's the last four of your social? 5904. And your first and last name? Diana Godinez. And if you'll verify your address and date of birth. Uh, 301 Ligon Drive, apartment M7, Shepherdsville, Tennessee 37160. And my date of birth is March 24th, 1993. Phone number 931-224-1217? Yes. Okay. Um, I don't see that you're enrolled into anything. It looks like you filled out a form declining coverage on the 20th of February. Okay. Yeah. That's... Yeah. I was just making sure that was right. Yeah. That's what I wanted to do. Okay. Do you need help with anything else? Uh, no. That'll be it. Thank you so much. You're welcome. You have a wonderful day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Yes. Um, I just got, um, a message saying to, uh, make changes before my window closes in 30 days.

Speaker speaker_0: Okay. So this is for medical insurance if you happen to work through like a staffing or a temp agency.

Speaker speaker_1: Yes. I, yeah, I, I, uh, I'm with HD Staffing.

Speaker speaker_0: Okay. Are you wanting to enroll into benefits?

Speaker speaker_1: Uh, okay. Uh, uh, my question is, if I don't do anything, I don't get no benefits with the company that- with the company that I'm working at under the HD Staffing?

Speaker speaker_0: So this is just for the benefits being offered through the staffing agency.

Speaker speaker_1: Okay. So, but right now I don't have no benefits, um, with the HD Staffing. Is that right?

Speaker speaker_0: I'll have to pull up your file to see if you're enrolled into anything.

Speaker speaker_1: Okay. Yeah, that'd be -

Speaker speaker_0: Did you fill out our request coverage?

Speaker speaker_1: Yeah. I think, I think I did, but I can't be sure. Um, but I'm pretty sure I have a file on there. I just haven't... I couldn't access to it.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 5904.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Diana Godinez.

Speaker speaker_0: And if you'll verify your address and date of birth.

Speaker speaker_1: Uh, 301 Ligon Drive, apartment M7, Shepherdsville, Tennessee 37160. And my date of birth is March 24th, 1993.

Speaker speaker_0: Phone number 931-224-1217?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I don't see that you're enrolled into anything. It looks like you filled out a form declining coverage on the 20th of February.

Speaker speaker_1: Okay. Yeah. That's... Yeah. I was just making sure that was right. Yeah. That's what I wanted to do.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: Uh, no. That'll be it. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.