

Transcript: VICTORIA

Taylor-6018067891798016-6521279145099264

Full Transcript

Thank you for calling Benefits on Acquaria. This is Victoria. How can I help you? I got a text message from you guys saying that I was enrolled, um, so I'm getting healthcare, healthcare benefits. Is that correct? Yes. This is for medical insurance if you work through like a staffing or a temp agency. Yeah, um, through a staffing agency. Um, I want to opt out, cancel this. Can you do that for me? Sure. What's the name of the agency? Uh, Carlington Staffing. Carlton? Yes. Okay. And the last four of your Social? 6808. And your first and last name? First name is Ricardo, last name is Cepeda. Do you want me to spell it? Uh, is it C-e-p-e-d-a? Correct. Okay. Do you mind verifying your address and date of birth? Sure. 14914 Brookside Forest Drive, Houston, Texas 77040, PO Box 8692. Phone number 832-389-7324? That is correct. That is my cell phone. And then email is last name first name 600 at gmail? Correct. Okay. And you're wanting to decline coverage? Yes. Okay. Do you need help with anything else? Uh, no. Just a quick question. So, um, should I, uh... Since, since I already declined it, I should not be seeing any deductions on my on- upcoming check? Do you happen to know that answer? Yes. You, you will not see any deductions. You weren't enrolled. The coverage was already declined, so you're good to go. Okay. So, okay. So it's been declined, correct? Yes. It's been declined. Okay. Sorry, I just needed to confirm. No worries. Do you need help with anything else? No. Thank you. You're welcome. Have a good day. You too.

Conversation Format

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

Speaker speaker_1: I got a text message from you guys saying that I was enrolled, um, so I'm getting healthcare, healthcare benefits. Is that correct?

Speaker speaker_0: Yes. This is for medical insurance if you work through like a staffing or a temp agency.

Speaker speaker_1: Yeah, um, through a staffing agency. Um, I want to opt out, cancel this. Can you do that for me?

Speaker speaker_0: Sure. What's the name of the agency?

Speaker speaker_1: Uh, Carlington Staffing.

Speaker speaker_0: Carlton?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6808.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name is Ricardo, last name is Cepeda. Do you want me to spell it?

Speaker speaker_0: Uh, is it C-e-p-e-d-a?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Sure. 14914 Brookside Forest Drive, Houston, Texas 77040, PO Box 8692.

Speaker speaker_0: Phone number 832-389-7324?

Speaker speaker_1: That is correct. That is my cell phone.

Speaker speaker_0: And then email is last name first name 600 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And you're wanting to decline coverage?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Uh, no. Just a quick question. So, um, should I, uh... Since, since I already declined it, I should not be seeing any deductions on my on- upcoming check? Do you happen to know that answer?

Speaker speaker_0: Yes. You, you will not see any deductions. You weren't enrolled. The coverage was already declined, so you're good to go.

Speaker speaker_1: Okay. So, okay. So it's been declined, correct?

Speaker speaker_0: Yes. It's been declined.

Speaker speaker_1: Okay. Sorry, I just needed to confirm.

Speaker speaker_0: No worries. Do you need help with anything else?

Speaker speaker_1: No. Thank you.

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

Speaker speaker_1: You too.