

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bankhead Center. This is Chris. How can I help you today? Hey, Chris. Uh, I've got a message, uh, from Crown Staffing, uh, saying, uh, "Congrats on your job with Crown. You will be obtained-- opted into benefits within 30 days." And it said to call this number to make changes- Okay. ... before the window closes. Okay. Yeah. So, Crown Staffing, um, all of their new hires, they automatically enroll into a health insurance plan, which is the benefits that they're talking about, um, 30 days after your first check. Uh, just letting you know to give us a call if you either want to just decline that coverage entirely, or if you want to enroll into something other than what they automatically enroll you into. Um, pre- that's pretty much what that's saying. Oh, okay. Uh, were you looking to- Uh, yeah. ... um, were you looking to just decline all insurance from them? Yes. Okay. What's the last four of your Social? 2551. And your first and last name? Howar. H-O-W-A-R. Avila. A-V-I-L-A. Thank you, Mr. Avila. Could you verify your address and your date of birth for me, please? 4101 Hillview Avenue. Date of birth, September 26th, 2005. Um, and the rest of the address, sir? I still need to verify the city, state, and zip. Uh, Louisville, Kentucky, 40216. Thank you. Phone on file we have is 786-525-5379. Is that correct? Yes. Got it. All right. I've got you opted out of automatic enrollment, you're good to go. Was there anything else I could help you with? Mm... Well, my, my brother also got the, the same message. So... Okay. Is he, is he with you at this moment? Yes, he is. Okay. Yeah, if... You can hand the phone on over to him. I can, I can speak with him to, uh, if he wants to opt out of automatic enrollment, I can help them out with that. Uh, he, he doesn't speak English. Uh, I, I'm gonna have to translate. Uh, what, what language does he speak? Spanish. We have Spanish-speaking agents available. I can transfer you over to, uh, to one of those so he can talk with them. All right. All right. Yeah, please hold. I'll go ahead and get that transfer set up. All right. Thank you. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Bankhead Center. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. Uh, I've got a message, uh, from Crown Staffing, uh, saying, uh, "Congrats on your job with Crown. You will be obtained-- opted into benefits within 30 days." And it said to call this number to make changes-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... before the window closes.

Speaker speaker\_1: Okay. Yeah. So, Crown Staffing, um, all of their new hires, they automatically enroll into a health insurance plan, which is the benefits that they're talking about, um, 30 days after your first check. Uh, just letting you know to give us a call if you either want to just decline that coverage entirely, or if you want to enroll into something other than what they automatically enroll you into. Um, pre- that's pretty much what that's saying.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Uh, were you looking to-

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: ... um, were you looking to just decline all insurance from them?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 2551.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Howar. H-O-W-A-R. Avila. A-V-I-L-A.

Speaker speaker\_1: Thank you, Mr. Avila. Could you verify your address and your date of birth for me, please?

Speaker speaker\_2: 4101 Hillview Avenue. Date of birth, September 26th, 2005.

Speaker speaker\_1: Um, and the rest of the address, sir? I still need to verify the city, state, and zip.

Speaker speaker\_2: Uh, Louisville, Kentucky, 40216.

Speaker speaker\_1: Thank you. Phone on file we have is 786-525-5379. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Got it. All right. I've got you opted out of automatic enrollment, you're good to go. Was there anything else I could help you with?

Speaker speaker\_2: Mm... Well, my, my brother also got the, the same message. So...

Speaker speaker\_1: Okay. Is he, is he with you at this moment?

Speaker speaker\_2: Yes, he is.

Speaker speaker\_1: Okay. Yeah, if... You can hand the phone on over to him. I can, I can speak with him to, uh, if he wants to opt out of automatic enrollment, I can help them out with that.

Speaker speaker\_2: Uh, he, he doesn't speak English. Uh, I, I'm gonna have to translate.

Speaker speaker\_1: Uh, what, what language does he speak?

Speaker speaker\_2: Spanish.

Speaker speaker\_1: We have Spanish-speaking agents available. I can transfer you over to, uh, to one of those so he can talk with them.

Speaker speaker\_2: All right.

Speaker speaker\_1: All right. Yeah, please hold. I'll go ahead and get that transfer set up.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Mm-hmm.