

## **Transcript: Estefania**

**Acevedo-4561993164865536-5378259081445376**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I'm with the, I was going through a text service and they just sent a notification to, to this number- Mm-hmm. ... and I was just wondering what it was. Okay. Um, I'm sorry, did you say you got a text? Yeah, I got a text message. Okay. So we're gonna have- Saying within, within 30 days- Gotcha. So we're the healthcare administrators for staffing agencies. If you received that message, most likely you just started working with a staffing agency that we administrate, and that means you have 30 days from the day that you receive your very first check to be eligible to enroll into any healthcare benefits. Um, all of these benefits do have their deductions to them. So depending on how many you get, which ones you get, and if you choose dependents, it's how much- That's just charged off. ... is from your paycheck for these healthcare benefits. Um, it's something completely optional. What staffing agency do you work for? Serge. Serge? So Serge does auto-enroll their members into a preventative plan that covers, like, one physical visit a year, some vaccinations, screenings, some, even some counseling. So it's only a preventative plan. So if you're not interested, I can go ahead and opt you out because they do auto-enroll their members into that preventative plan. And if you don't opt out and don't wanna be enrolled and forget to opt out for some reason, um, they will do weekly deductions for that particular plan from your paycheck. Okay. Opt out. Huh? Did you wanna enroll? No, no. Or did you wanna opt out? Opt out. At this time, opt out. I, uh, at this time, opt out. Okay. Um, so you're with Serge. And when, what are the last four of your Social? 2536. Right. Okay. And then could you provide your full name? Christian Michael Burks. Okay. What is his name? 000 and 000. Okay. Um, could you, for security purposes, verify me your date of birth as well as your address? 02/19/2002. And it should be saying 390 South Jackson Park Drive, Apartment 107. So I have a different address. Um, did you move for some reason? What's the address say on there? Sorry. Does it say Garden at all? Um, um, so I'm not really allow- Because it's, like, a security questions, I'm not really allowed to tell you the one that I see. So you would have to tell me the one that you think that we might have. It might, it might say the same address I just said, but a different apartment number. It might say 208. Um, can you give me the full address? I'm sorry. 390 South Jackson Park Drive, Apartment- No, it's not. It's not the 390 one. Or the- I didn't get- ... Garden A- Garden Avenue, uh- 801. ... 801. Okay. And then maybe in the state? Seymour, Indiana. Uh, Seymour, Indiana, 47274. Okay. Thank you. Yeah, that's the one I have, the 801 Garden Avenue. Um, is your phone number- Yeah, I told her to... Uh, I, the number that, that, um, I might say an old number, but that number I do not use no more- Okay. ... because I did not have that number at all. Right. But it, I did update it while I was in there, so it should be saying 812-528-0684. Four, yes, sir. And then I have your email as your last name first name at gmail.com. Is that up-to-date? No. Um, would you like

me to update it? Yes. Okay. What is it? It should be, uh, burkschristian036 at gmail.com. Okay, thank you. And then due to the fact that the call has been recorded, you stated that you wanted to opt out from receiving any benefits through Serge Staffing? Yes. At this- Okay. ... moment. All right, so you have been declined. Um, if you do wanna enroll though in the future, you would have to be within your personal open enrollment period, which for you, it would be, let me see. It would be December 20th. But most likely, they would do a ... review. review, okay? But for now, I did decline you. All right, thank you. You're welcome. Have a nice day. You too.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yeah, I'm with the, I was going through a text service and they just sent a notification to, to this number-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... and I was just wondering what it was.

Speaker speaker\_1: Okay. Um, I'm sorry, did you say you got a text?

Speaker speaker\_2: Yeah, I got a text message.

Speaker speaker\_1: Okay. So we're gonna have-

Speaker speaker\_2: Saying within, within 30 days-

Speaker speaker\_1: Gotcha. So we're the healthcare administrators for staffing agencies. If you received that message, most likely you just started working with a staffing agency that we administrate, and that means you have 30 days from the day that you receive your very first check to be eligible to enroll into any healthcare benefits. Um, all of these benefits do have their deductions to them. So depending on how many you get, which ones you get, and if you choose dependents, it's how much-

Speaker speaker\_3: That's just charged off.

Speaker speaker\_1: ... is from your paycheck for these healthcare benefits. Um, it's something completely optional. What staffing agency do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: Serge? So Serge does auto-enroll their members into a preventative plan that covers, like, one physical visit a year, some vaccinations, screenings, some, even some counseling. So it's only a preventative plan. So if you're not interested, I can go ahead and opt you out because they do auto-enroll their members into that preventative plan. And if

you don't opt out and don't wanna be enrolled and forget to opt out for some reason, um, they will do weekly deductions for that particular plan from your paycheck.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Opt out.

Speaker speaker\_1: Huh? Did you wanna enroll?

Speaker speaker\_2: No, no.

Speaker speaker\_1: Or did you wanna opt out?

Speaker speaker\_3: Opt out. At this time, opt out.

Speaker speaker\_2: I, uh, at this time, opt out.

Speaker speaker\_1: Okay. Um, so you're with Serge. And when, what are the last four of your Social?

Speaker speaker\_2: 2536.

Speaker speaker\_3: Right.

Speaker speaker\_1: Okay. And then could you provide your full name?

Speaker speaker\_2: Christian Michael Burks.

Speaker speaker\_1: Okay.

Speaker speaker\_3: What is his name? 000 and 000.

Speaker speaker\_1: Okay. Um, could you, for security purposes, verify me your date of birth as well as your address?

Speaker speaker\_2: 02/19/2002. And it should be saying 390 South Jackson Park Drive, Apartment 107.

Speaker speaker\_1: So I have a different address. Um, did you move for some reason?

Speaker speaker\_2: What's the address say on there?

Speaker speaker\_3: Sorry.

Speaker speaker\_2: Does it say Garden at all?

Speaker speaker\_1: Um, um, so I'm not really allow- Because it's, like, a security questions, I'm not really allowed to tell you the one that I see. So you would have to tell me the one that you think that we might have.

Speaker speaker\_2: It might, it might say the same address I just said, but a different apartment number. It might say 208.

Speaker speaker\_1: Um, can you give me the full address? I'm sorry.

Speaker speaker\_2: 390 South Jackson Park Drive, Apartment-

Speaker speaker\_1: No, it's not. It's not the 390 one.

Speaker speaker\_2: Or the-

Speaker speaker\_1: I didn't get-

Speaker speaker\_2: ... Garden A- Garden Avenue, uh-

Speaker speaker\_3: 801.

Speaker speaker\_2: ... 801.

Speaker speaker\_1: Okay. And then maybe in the state?

Speaker speaker\_3: Seymour, Indiana.

Speaker speaker\_2: Uh, Seymour, Indiana, 47274.

Speaker speaker\_1: Okay. Thank you. Yeah, that's the one I have, the 801 Garden Avenue. Um, is your phone number-

Speaker speaker\_2: Yeah, I told her to... Uh, I, the number that, that, um, I might say an old number, but that number I do not use no more-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... because I did not have that number at all.

Speaker speaker\_1: Right.

Speaker speaker\_2: But it, I did update it while I was in there, so it should be saying 812-528-0684.

Speaker speaker\_1: Four, yes, sir. And then I have your email as your last name first name at gmail.com. Is that up-to-date?

Speaker speaker\_2: No.

Speaker speaker\_1: Um, would you like me to update it?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What is it?

Speaker speaker\_2: It should be, uh, burkschristian036 at gmail.com.

Speaker speaker\_1: Okay, thank you. And then due to the fact that the call has been recorded, you stated that you wanted to opt out from receiving any benefits through Serge Staffing?

Speaker speaker\_2: Yes. At this-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... moment.

Speaker speaker\_1: All right, so you have been declined. Um, if you do wanna enroll though in the future, you would have to be within your personal open enrollment period, which for you, it would be, let me see. It would be December 20th. But most likely, they would do a

Speaker speaker\_4: ... review.

Speaker speaker\_1: review, okay? But for now, I did decline you.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: You too.