

Transcript: Estefania

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Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Mm-hmm. Hey, good morning. I'm calling from Benefits in a Card. Um, I believe you called just now, but I think the call dropped. Yeah. It did. So we had to call it back. Yes. Yes. Um, did you say you wanted to opt out from receiving any benefits? Benefits? Yes. Yes. Oh, wait, wait. So I had a text message saying... I don't even know what this is. What is it? Like- So we're the healthcare administrators for staff and agencies. Oh, yes. It's- Yes, I would like to opt out of that. I have, um, insurance already. I pay for full cost, full share. Oh, okay. Gotcha. Um, what agency is it that you're with? The name? Integrity. Integrity? Okay. Mm-hmm. And then what are the last four of your Social? 0579. You said 0579? Yes, ma'am. And then what's your first and last name? Ashanti Hill. How long have you been with them? Um, it's been... Uh, well, I used to work for them for a year and nine months in 2018, but it's been three weeks. Oh, okay. 'Cause- Since I, since I got hired back. Gotcha. Because we still haven't received your information. Okay. So either... You can do two things. Either I can go ahead and create that file for you, but I would- Mm-hmm. ... need your full Social, full address, full phone number, all that information, or you can be calling throughout the week to see if we have received it. It's whatever makes you feel more comfortable. But if I do go ahead and create the file, I do need your entire information. Okay, that's fine. Okay, so do you want- We can- ... me to go ahead and create it? Yes, ma'am. Yes. Okay. One second. Okay, and then you said you're with Integrity. Mm-hmm. And then what is your full Social? 341-88-0579. Okay, and then what is your first and last name? Ashanti Hill. And then your address? It is 1001 South Yale, Chicago, Illinois, 60628. And your birth date? You can say my... Oh, 02/09/1993. Okay, and then what is a good phone number? Is this a good phone number, the 773-824-9217? Yeah. Yes. And then a good email address? AshantiHill@gmail.com. Okay. Thank you. Okay, and then due to the fact that this call is being recorded, you stated that you did not want any benefits through Integrity Trade Services. Is that correct? Yes, ma'am. And you wanted to opt out? Okay. Yes, ma'am. Okay. I went ahead and did your declination, so they should not auto enroll you into any plan. Um, so you've been declined. I don't know if you have any more questions for me. No, that'll be all. Okay, thank you for your time. I hope you have a great day. All righty. You too. Thank you so much. You're welcome. Okay.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Hey, good morning. I'm calling from Benefits in a Card. Um, I believe you called just now, but I think the call dropped.

Speaker speaker_0: Yeah. It did.

Speaker speaker_2: So we had to call it back.

Speaker speaker_0: Yes. Yes.

Speaker speaker_2: Um, did you say you wanted to opt out from receiving any benefits?

Speaker speaker_0: Benefits? Yes.

Speaker speaker_2: Yes.

Speaker speaker_0: Oh, wait, wait. So I had a text message saying... I don't even know what this is. What is it? Like-

Speaker speaker_2: So we're the healthcare administrators for staff and agencies.

Speaker speaker_0: Oh, yes.

Speaker speaker_2: It's-

Speaker speaker_0: Yes, I would like to opt out of that. I have, um, insurance already. I pay for full cost, full share.

Speaker speaker_2: Oh, okay. Gotcha. Um, what agency is it that you're with? The name?

Speaker speaker_0: Integrity.

Speaker speaker_2: Integrity? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And then what are the last four of your Social?

Speaker speaker_0: 0579.

Speaker speaker_2: You said 0579?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: And then what's your first and last name?

Speaker speaker_0: Ashanti Hill.

Speaker speaker_2: How long have you been with them?

Speaker speaker_0: Um, it's been... Uh, well, I used to work for them for a year and nine months in 2018, but it's been three weeks.

Speaker speaker_2: Oh, okay. 'Cause-

Speaker speaker_0: Since I, since I got hired back.

Speaker speaker_2: Gotcha. Because we still haven't received your information.

Speaker speaker_0: Okay.

Speaker speaker_2: So either... You can do two things. Either I can go ahead and create that file for you, but I would-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... need your full Social, full address, full phone number, all that information, or you can be calling throughout the week to see if we have received it. It's whatever makes you feel more comfortable. But if I do go ahead and create the file, I do need your entire information.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_2: Okay, so do you want-

Speaker speaker_0: We can-

Speaker speaker_2: ... me to go ahead and create it?

Speaker speaker_0: Yes, ma'am. Yes.

Speaker speaker_2: Okay. One second. Okay, and then you said you're with Integrity.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And then what is your full Social?

Speaker speaker_0: 341-88-0579.

Speaker speaker_2: Okay, and then what is your first and last name?

Speaker speaker_0: Ashanti Hill.

Speaker speaker_2: And then your address?

Speaker speaker_0: It is 1001 South Yale, Chicago, Illinois, 60628.

Speaker speaker_2: And your birth date?

Speaker speaker_0: You can say my... Oh, 02/09/1993.

Speaker speaker_2: Okay, and then what is a good phone number? Is this a good phone number, the 773-824-9217?

Speaker speaker_0: Yeah. Yes.

Speaker speaker_2: And then a good email address?

Speaker speaker_0: AshantiHill@gmail.com.

Speaker speaker_2: Okay. Thank you. Okay, and then due to the fact that this call is being recorded, you stated that you did not want any benefits through Integrity Trade Services. Is that correct?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: And you wanted to opt out? Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. I went ahead and did your declination, so they should not auto enroll you into any plan. Um, so you've been declined. I don't know if you have any more questions for me.

Speaker speaker_0: No, that'll be all.

Speaker speaker_2: Okay, thank you for your time. I hope you have a great day.

Speaker speaker_0: All righty. You too. Thank you so much.

Speaker speaker_2: You're welcome.

Speaker speaker_0: Okay.