

Transcript: Estefania

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Full Transcript

Hello? Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, ma'am, I was calling because I wanted to opt out of the benefits. Okay. Through WhatsApp, the easiest. What's the first name? Carlton? Okay. And then, um, I just need the last four of your Social Security number. Sure. That's gonna be 4535. And your first and last name? First name is Rosario, last name is Reyna. Okay. And is there a way to backdate this to last week or not? No. Okay. Sorry, my system's being kinda slow. You said, um, 4535? Uh, yes. Okay. How s- how long have you been with them? Um, three days. Uh, I worked Wednesday, Thursday, and Friday of last week. Gotcha. Okay, 'cause you're still not in our system. Um, so we can do two things. I can go ahead and create a file for you. For that, I do need a full Social, full address, all that information. If you don't feel comfortable doing that over the phone, you can call throughout the week to see if we've received it already. Since you're still really new, we haven't gotten your information yet, um, to opt you out. Um, they do give you 30 days from the time that you receive your first check to opt out from the auto-enrollment. Um, so like I said, I can go ahead and opt you out, but I do need to create a file for you. But to do that, I do need your full Social, full address, all that information. If you don't feel comfortable doing that over the phone, you can call throughout the week to see if we've received it already. Hello? I'm good. Uh, I'll go ahead if you could please, uh, create the profile- Okay. ... that'd be ... Yes, ma'am. All right. You're a Carlton, and then I need your Social, please. Okay. That's gonna be 462-61-4535. Thank you. All right. And your name is Rosario, you said? Mm-hmm. R-O-S-A-R-I-O. And then Reyna? Mm-hmm. R-E-Y-N-A. Okay. And then I need your address, please. Sure. 1125 MacArthur Street. That's M-A-C-A-R-T-H-U-R. And that's in, uh, ZIP Code 77471. The name of the city is R-O-S-T-E-N-B-E-R-G, Texas. Okay. Thank you. And then your date of birth? December 14th, 1980. And then is this a good phone number? Hello? 832-641-1001? Yes, it is. And then do you wanna provide a email? It's optional. Yes. R- Okay. Uh-huh. R-A-Z-A-L-V, as in violin, A-R-E-Z1980@gmail.com. So that was razalvarez1980@gmail.com. Okay. Thank you. All right. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes. All right. You've been opted out. They won't enroll you into any of the benefits. All right. Did you have any other questions for me? No, not today. Thank you. You're welcome. And just in case you were to want to enroll in the future, they, um, you've been opted out from the auto-enrollment, so they won't automatically enroll you into anything. But you could still enroll if you do call within the first 30 days of receiving your first check, or within company open enrollment period. Okay. All right. Thank you very much. You're welcome. Have a great day. You as well. Bye.

Conversation Format

Speaker speaker_1: Hello?

Speaker speaker_2: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am, I was calling because I wanted to opt out of the benefits.

Speaker speaker_2: Okay. Through WhatsApp, the easiest.

Speaker speaker_1: What's the first name? Carlton?

Speaker speaker_2: Okay. And then, um, I just need the last four of your Social Security number.

Speaker speaker_1: Sure. That's gonna be 4535.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: First name is Rosario, last name is Reyna.

Speaker speaker_2: Okay.

Speaker speaker_1: And is there a way to backdate this to last week or not?

Speaker speaker_2: No.

Speaker speaker_1: Okay.

Speaker speaker_2: Sorry, my system's being kinda slow. You said, um, 4535?

Speaker speaker_1: Uh, yes.

Speaker speaker_2: Okay. How s- how long have you been with them?

Speaker speaker_1: Um, three days. Uh, I worked Wednesday, Thursday, and Friday of last week.

Speaker speaker_2: Gotcha. Okay, 'cause you're still not in our system. Um, so we can do two things. I can go ahead and create a file for you. For that, I do need a full Social, full address, all that information. If you don't feel comfortable doing that over the phone, you can call throughout the week to see if we've received it already. Since you're still really new, we haven't gotten your information yet, um, to opt you out. Um, they do give you 30 days from the time that you receive your first check to opt out from the auto-enrollment. Um, so like I said, I can go ahead and opt you out, but I do need to create a file for you. But to do that, I do need your full Social, full address, all that information. If you don't feel comfortable doing that over the phone, you can call throughout the week to see if we've received it already.

Speaker speaker_1: Hello? I'm good. Uh, I'll go ahead if you could please, uh, create the profile-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that'd be ...

Speaker speaker_2: Yes, ma'am. All right. You're a Carlton, and then I need your Social, please.

Speaker speaker_1: Okay. That's gonna be 462-61-4535.

Speaker speaker_2: Thank you. All right. And your name is Rosario, you said?

Speaker speaker_1: Mm-hmm. R-O-S-A-R-I-O.

Speaker speaker_2: And then Reyna?

Speaker speaker_1: Mm-hmm. R-E-Y-N-A.

Speaker speaker_2: Okay. And then I need your address, please.

Speaker speaker_1: Sure. 1125 MacArthur Street. That's M-A-C-A-R-T-H-U-R. And that's in, uh, ZIP Code 77471. The name of the city is R-O-S-T-E-N-B-E-R-G, Texas.

Speaker speaker_2: Okay. Thank you. And then your date of birth?

Speaker speaker_1: December 14th, 1980.

Speaker speaker_2: And then is this a good phone number?

Speaker speaker_1: Hello?

Speaker speaker_2: 832-641-1001?

Speaker speaker_1: Yes, it is.

Speaker speaker_2: And then do you wanna provide a email? It's optional.

Speaker speaker_1: Yes. R-

Speaker speaker_2: Okay.

Speaker speaker_1: Uh-huh. R-A-Z-A-L-V, as in violin, A-R-E-Z1980@gmail.com. So that was razalvarez1980@gmail.com.

Speaker speaker_2: Okay. Thank you. All right. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. You've been opted out. They won't enroll you into any of the benefits.

Speaker speaker_1: All right.

Speaker speaker_2: Did you have any other questions for me?

Speaker speaker_1: No, not today. Thank you.

Speaker speaker_2: You're welcome. And just in case you were to want to enroll in the future, they, um, you've been opted out from the auto-enrollment, so they won't automatically enroll you into anything. But you could still enroll if you do call within the first 30 days of receiving your first check, or within company open enrollment period.

Speaker speaker_1: Okay. All right. Thank you very much.

Speaker speaker_2: You're welcome. Have a great day.

Speaker speaker_1: You as well. Bye.