

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. My name is Jibril Hammonds. I had just started working for a temp service called Surge Staffing- Mm-hmm. ... not too long ago. And they say in order for us to cancel their insurance benefits, we have to call this number. And I hadn't thought about it. I get paid this week and I knew that I hadn't called, so I'm just calling- Okay. ... to do that and apologize for that. Okay. I'm sorry. Okay. Yeah, so you want to opt out from the auto-enrollment? Yes, ma'am. Okay. And what are the last four of your Social? 1258. And your first and last name, please? Uh, that's Jibril Hammonds, uh, J-I-B as in boy, R-I-L, Hammonds, H-A-M-M as in mouse, O-N as in no, D as in dog, S as in snake. Mm-hmm. Did you just start working with them by any chance? I did, like, just started. Okay. Yeah, 'cause you're still not in the system. Um, you said your Social ends in 1258, right? Yes, ma'am. Yeah. So you're still not in their system for me to opt you out. Either we can do two things. Either I can create a file and opt you out already. Um, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that over the phone, you can also continue to call throughout this week to see if we received your file and then go ahead and opt you out. Um, but it's your choice. Okay. I'll probably just give another call tomorrow, because this may mean I gotta call some people tomorrow. Um, so thank you so much for your help though. I do greatly appreciate it. You're welcome. Just make sure to keep calling, because I wouldn't be sure exactly when we're gonna get it. But they do give you 30 days from the time that you receive your check to opt out from the auto-enrollment. So I would just be calling throughout the week to see if we received it. Oh, so you said, I'm sorry, 30 days from when? Um, from the time that you received your first check. Oh, excuse me. So I've got time. Okay. Do you never mind- Yeah. Yes, ma'am. Okay. Okay. Okay. But I still would, um, call throughout if you don't want to be enrolled. 'Cause I'm not sure exactly when they automatically enroll you into it. Okay. So I would call if you're not interested in it, um, throughout the week, to see when we get that file. Just to be on the safe side and they don't enroll you into that plan. 'Cause then once you're enrolled, they do weekly deductions for it, and the cancellations do take seven to 10 business days to process. So once you're enrolled and you cancel, there is a possibility if you cancel late, that they may do one or two deductions from your check for it. Oof. Okay. Yes, ma'am. Thank you so much for that information. All right. Bye. Okay. You're welcome. Have a nice day, sir. Yes, ma'am. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. My name is Jibril Hammonds. I had just started working for a temp service called Surge Staffing-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... not too long ago. And they say in order for us to cancel their insurance benefits, we have to call this number. And I hadn't thought about it. I get paid this week and I knew that I hadn't called, so I'm just calling-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to do that and apologize for that.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: Okay. Yeah, so you want to opt out from the auto-enrollment?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: 1258.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Uh, that's Jibril Hammonds, uh, J-I-B as in boy, R-I-L, Hammonds, H-A-M-M as in mouse, O-N as in no, D as in dog, S as in snake.

Speaker speaker_0: Mm-hmm. Did you just start working with them by any chance?

Speaker speaker_1: I did, like, just started.

Speaker speaker_0: Okay. Yeah, 'cause you're still not in the system. Um, you said your Social ends in 1258, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Yeah. So you're still not in their system for me to opt you out. Either we can do two things. Either I can create a file and opt you out already. Um, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that over the phone, you can also continue to call throughout this week to see if we received your file and then go ahead and opt you out. Um, but it's your choice.

Speaker speaker_1: Okay. I'll probably just give another call tomorrow, because this may mean I gotta call some people tomorrow. Um, so thank you so much for your help though. I do greatly appreciate it.

Speaker speaker_0: You're welcome. Just make sure to keep calling, because I wouldn't be sure exactly when we're gonna get it. But they do give you 30 days from the time that you

receive your check to opt out from the auto-enrollment. So I would just be calling throughout the week to see if we received it.

Speaker speaker_1: Oh, so you said, I'm sorry, 30 days from when?

Speaker speaker_0: Um, from the time that you received your first check.

Speaker speaker_1: Oh, excuse me. So I've got time. Okay. Do you never mind-

Speaker speaker_0: Yeah.

Speaker speaker_1: Yes, ma'am. Okay. Okay. Okay.

Speaker speaker_0: But I still would, um, call throughout if you don't want to be enrolled. 'Cause I'm not sure exactly when they automatically enroll you into it.

Speaker speaker_1: Okay.

Speaker speaker_0: So I would call if you're not interested in it, um, throughout the week, to see when we get that file. Just to be on the safe side and they don't enroll you into that plan. 'Cause then once you're enrolled, they do weekly deductions for it, and the cancellations do take seven to 10 business days to process. So once you're enrolled and you cancel, there is a possibility if you cancel late, that they may do one or two deductions from your check for it.

Speaker speaker_1: Oof. Okay. Yes, ma'am. Thank you so much for that information. All right. Bye.

Speaker speaker_0: Okay. You're welcome. Have a nice day, sir.

Speaker speaker_1: Yes, ma'am. You as well.