

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you? Um, yes, ma'am. I was wanting to, uh, cancel the, um, insurance that I had signed up for. Okay, yeah. Um, what staffing agency are you affiliated with? It's, uh, WorkSmart. WorkSmart, okay. And then what are the last four of your Social? Four, eight, one, one. I'm sorry, my system's kinda slow today. No, you're fine. I'm sorry, you said 4811 for the last four of your Social? Yes, ma'am. Okay. How long have you been with them? Uh, this is my second week of being at my job. She told me to call on my second week, that way I could opt out of it. Gotcha, okay. So you had coverage and I cannot find you anywhere, so they still haven't sent us your file yet, so we don't even have your information yet. But, um, if you want, I can go ahead and create a file for you and opt you out already. Um- Okay. ... but you do need to give me your full Social, full address, full date of birth. If you don't feel c- comfortable doing that over the phone, you're welcome to be calling throughout the week to see if we've received your information and then opt you out. But it's totally your option. It's whatever makes you feel comfortable. Yeah, we can go ahead and do it. Okay. All right, so let's see. WorkSmart, and then I need your Social, please. Okay. It's 253-83-4811. Thank you, ma'am. Mm-hmm. And then your first and last name? Carla Ayers. Carla with a C. Okay. And then Ayers, A-Y-E-R-S. Okay, thank you. And then can you give me your, um, address, please? 560 Plainview Road, Cornsвилle, Georgia 30521. What was that city? Cornsвилle. Cornsвилle, okay. Date of birth, please. 12/30/1991. Is this a good contact number, 706-762-8280? Yes, ma'am. Okay. And then would you like to provide an email address? Uh, sure. It's carlajayayers@gmail.com. Thank you. You're welcome. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment, correct? Correct. Okay, so you have been declined. Coverage r- re- has been declined. You won't be enrolled into any of the benefits. Okay. Mm-kay. Thank you. I hope you have a great day. All right, thank you. Just in case you did wanna e- enroll in the future, they still do give you 30 days from the time that you receive your first check to do so, or within company open enrollment. Um, but you've been opted out from the auto enrollment. Okay, all right. Thank you. Thank you. Have a nice day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Um, yes, ma'am. I was wanting to, uh, cancel the, um, insurance that I had signed up for.

Speaker speaker_0: Okay, yeah. Um, what staffing agency are you affiliated with?

Speaker speaker_1: It's, uh, WorkSmart.

Speaker speaker_0: WorkSmart, okay. And then what are the last four of your Social?

Speaker speaker_1: Four, eight, one, one.

Speaker speaker_0: I'm sorry, my system's kinda slow today.

Speaker speaker_1: No, you're fine.

Speaker speaker_0: I'm sorry, you said 4811 for the last four of your Social?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. How long have you been with them?

Speaker speaker_1: Uh, this is my second week of being at my job. She told me to call on my second week, that way I could opt out of it.

Speaker speaker_0: Gotcha, okay. So you had coverage and I cannot find you anywhere, so they still haven't sent us your file yet, so we don't even have your information yet. But, um, if you want, I can go ahead and create a file for you and opt you out already. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but you do need to give me your full Social, full address, full date of birth. If you don't feel c- comfortable doing that over the phone, you're welcome to be calling throughout the week to see if we've received your information and then opt you out. But it's totally your option. It's whatever makes you feel comfortable.

Speaker speaker_1: Yeah, we can go ahead and do it.

Speaker speaker_0: Okay. All right, so let's see. WorkSmart, and then I need your Social, please.

Speaker speaker_1: Okay. It's 253-83-4811.

Speaker speaker_0: Thank you, ma'am.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Carla Ayers. Carla with a C.

Speaker speaker_0: Okay.

Speaker speaker_1: And then Ayers, A-Y-E-R-S.

Speaker speaker_0: Okay, thank you. And then can you give me your, um, address, please?

Speaker speaker_1: 560 Plainview Road, Cornsview, Georgia 30521.

Speaker speaker_0: What was that city?

Speaker speaker_1: Cornsville.

Speaker speaker_0: Cornsville, okay. Date of birth, please.

Speaker speaker_1: 12/30/1991.

Speaker speaker_0: Is this a good contact number, 706-762-8280?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then would you like to provide an email address?

Speaker speaker_1: Uh, sure. It's carlajayayers@gmail.com.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so you have been declined. Coverage r- re- has been declined. You won't be enrolled into any of the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-kay. Thank you. I hope you have a great day.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Just in case you did wanna e- enroll in the future, they still do give you 30 days from the time that you receive your first check to do so, or within company open enrollment. Um, but you've been opted out from the auto enrollment.

Speaker speaker_1: Okay, all right. Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye.