

Transcript: Estefania

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Full Transcript

Thank you for calling the benefits center call. My name is Stephanie, how can I assist you? Stephanie, uh, I'm working for Integrity Trade Services, email, or this text message. And I'm wondering what I need to do next. Okay. Um, so it's regarding the benefits. Did you want to enroll? No, I don't want to enroll in benefits. No. Okay. Um, let me see if they have auto-enroll. Some agencies do, but some don't. So if they don't, I don't really have to do anything. But if they do, I would have to opt you out. Give me one second. Let me verify. Okay, so they do have auto-enrollment, so I would have to opt you out from the auto-enrollment. Um, what are the last four of your Social, sir? 4728. And then for security purposes, Mr. Steven, I do need you to verify your address and your date of birth. Uh, my address is 2454 Larney Ln., that's Indianapolis, Indiana. I just had a birthday the other day, 1/23/1967. Oh, happy late birthday. Thank you. And then is 463- I made it another year. And then is 463- 46219. Mm-hmm. 4322 your phone number still? Uh, yes. And then I have leroymills@gmail.com. Is that up to date? Yes. Okay, thank you. Okay, so it looks like coverage has already been declined from the auto-enrollment, so you shouldn't be auto-enrolled into any of the plans. Um, if you got that text message, it's just to let you know that you're eligible to enroll into the benefits, um, if you- Okay. ... did want to enroll, but they won't enroll you into anything 'cause it looks like coverage was declined for the auto-enrollment back in December the 17th. Mm-hmm. Mm-hmm. So they won't enroll you into any plan that you don't want to be enrolled into. Okay. All right. Did you have anything oth- I just was calli- No, I just was calling back to this text because, like, I changed jobs and I seen this was on my- Yeah. Yeah. Okay, yes, sir. But coverage has already been declined, so you should be fine. Okay. All right, well, I hope you have a great day. You too. Can I hang up now? Yes, sir.

Conversation Format

Speaker speaker_0: Thank you for calling the benefits center call. My name is Stephanie, how can I assist you?

Speaker speaker_1: Stephanie, uh, I'm working for Integrity Trade Services, email, or this text message. And I'm wondering what I need to do next.

Speaker speaker_0: Okay. Um, so it's regarding the benefits. Did you want to enroll?

Speaker speaker_1: No, I don't want to enroll in benefits. No.

Speaker speaker_0: Okay. Um, let me see if they have auto-enroll. Some agencies do, but some don't. So if they don't, I don't really have to do anything. But if they do, I would have to

opt you out. Give me one second. Let me verify. Okay, so they do have auto-enrollment, so I would have to opt you out from the auto-enrollment. Um, what are the last four of your Social, sir?

Speaker speaker_1: 4728.

Speaker speaker_0: And then for security purposes, Mr. Steven, I do need you to verify your address and your date of birth.

Speaker speaker_1: Uh, my address is 2454 Larney Ln., that's Indianapolis, Indiana. I just had a birthday the other day, 1/23/1967.

Speaker speaker_0: Oh, happy late birthday.

Speaker speaker_1: Thank you.

Speaker speaker_0: And then is 463-

Speaker speaker_1: I made it another year.

Speaker speaker_0: And then is 463-

Speaker speaker_1: 46219.

Speaker speaker_0: Mm-hmm. 4322 your phone number still?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And then I have leroy mills@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. Okay, so it looks like coverage has already been declined from the auto-enrollment, so you shouldn't be auto-enrolled into any of the plans. Um, if you got that text message, it's just to let you know that you're eligible to enroll into the benefits, um, if you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... did want to enroll, but they won't enroll you into anything 'cause it looks like coverage was declined for the auto-enrollment back in December the 17th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mm-hmm. So they won't enroll you into any plan that you don't want to be enrolled into.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Did you have anything oth-

Speaker speaker_1: I just was calli- No, I just was calling back to this text because, like, I changed jobs and I seen this was on my-

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, yes, sir. But coverage has already been declined, so you should be fine.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, well, I hope you have a great day.

Speaker speaker_1: You too. Can I hang up now?

Speaker speaker_0: Yes, sir.