

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, this is Javon Tucker. Um, I had got a text message told me to call y'all, I was enrolled. Okay. Um, what does it say? Um, it told me to call this number and said that I'm being enrolled for 30 days for this job. Okay. Um, it sounds like your job does auto-enrollment. What staffing agency do you work for? Um, Cerix. Would you like to enroll or did you wanna opt out from the auto-enrollment? They offer healthcare benefits such as, like, a preventative plan which is the one that they usually typically enroll their members into. Mm-hmm. Um, it'll cover, like, a physical, some vaccines, some STD and cancer screenings, but it's only a preventative service plan, so it wouldn't cover any doctor visits, the sick hospital visits, urgent care, emergency room, nor surgeries. And then to have it, they do weekly deductions from your paycheck. So did you wanna enroll or did you wanna decline the auto-enrollment? Uh, I'm gonna decline for a minute right now. I'm, I'm gonna call back and see 'cause I've changed my mind. Okay. They only give you 30 days from the day that you receive your first check. Mm-hmm. Okay? Mm-hmm. So long as you call within those 30 days, you should be fine. Um, but what are the last four of your socials? 3980. And then your first and last name? Javon Tucker. Okay. For security reasons, could you please verify your address and date of birth? Um, my address, um, 3758 Audubon Road. What city and state? Montgomery, Alabama. And then that date of birth? Um, 9/20/02. 234-408-7949 is your phone number? Yes. I have SB, S-O-S, K-R-I-L-L-A 357 at gmail.com. Mm-hmm. Okay. Um, and then due to the fact that the call's being recorded, you say that you wanted to opt out from the auto-enrollment. Is that correct? Uh, they had reached out to me. I just called the number to see what it was for real. I ain't know what, I was lost. I just called the number to see what this is. Okay. Um, but you did wanna opt out from the auto-enrollment? This is, this is about a job interview? No. It's for healthcare insurance through your staffing agency. Oh, okay. Okay, okay. Did you wanna opt out from the auto-enrollment? Um, I'm gonna, I'm gonna decline right, right now. You said I got 30 days to call them? Yes. So they'll most likely have to do a eligibility review though 'cause you have multiple hire dates. Yeah. But since one of your hire dates is within this month, if you call back 30 days... Or hold on, let me see when would be your last day. If you do en- if you do decide to enroll- Yeah. ... you won't be automatically enrolled into it anymore because I declined the auto-enrollment. But if you do wanna enroll, your last day to do so would be the 28th of February. Uh, all right. But I would call before the 28th because by the looks of it, they would have to do a eligibility review to see if you qualify. Mm-hmm. Okay? All right. I'm, I'ma, I'm, I'ma call before the 28th. Thank you. You're welcome. All right. Have a nice day.

Conversation Format

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

Speaker speaker_1: Hey, this is Javon Tucker. Um, I had got a text message told me to call y'all, I was enrolled.

Speaker speaker_0: Okay. Um, what does it say?

Speaker speaker_1: Um, it told me to call this number and said that I'm being enrolled for 30 days for this job.

Speaker speaker_0: Okay. Um, it sounds like your job does auto-enrollment. What staffing agency do you work for?

Speaker speaker_1: Um, Cerix.

Speaker speaker_0: Would you like to enroll or did you wanna opt out from the auto-enrollment? They offer healthcare benefits such as, like, a preventative plan which is the one that they usually typically enroll their members into.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, it'll cover, like, a physical, some vaccines, some STD and cancer screenings, but it's only a preventative service plan, so it wouldn't cover any doctor visits, the sick hospital visits, urgent care, emergency room, nor surgeries. And then to have it, they do weekly deductions from your paycheck. So did you wanna enroll or did you wanna decline the auto-enrollment?

Speaker speaker_1: Uh, I'm gonna decline for a minute right now. I'm, I'm gonna call back and see 'cause I've changed my mind.

Speaker speaker_0: Okay. They only give you 30 days from the day that you receive your first check.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So long as you call within those 30 days, you should be fine. Um, but what are the last four of your socials?

Speaker speaker_1: 3980.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Javon Tucker.

Speaker speaker_0: Okay. For security reasons, could you please verify your address and date of birth?

Speaker speaker_1: Um, my address, um, 3758 Audubon Road.

Speaker speaker_0: What city and state?

Speaker speaker_1: Montgomery, Alabama.

Speaker speaker_0: And then that date of birth?

Speaker speaker_1: Um, 9/20/02.

Speaker speaker_0: 234-408-7949 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: I have SB, S-O-S, K-R-I-L-L-A 357 at gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, and then due to the fact that the call's being recorded, you say that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Uh, they had reached out to me. I just called the number to see what it was for real. I ain't know what, I was lost. I just called the number to see what this is.

Speaker speaker_0: Okay. Um, but you did wanna opt out from the auto-enrollment?

Speaker speaker_1: This is, this is about a job interview?

Speaker speaker_0: No. It's for healthcare insurance through your staffing agency.

Speaker speaker_1: Oh, okay. Okay, okay.

Speaker speaker_0: Did you wanna opt out from the auto-enrollment?

Speaker speaker_1: Um, I'm gonna, I'm gonna decline right, right now. You said I got 30 days to call them?

Speaker speaker_0: Yes. So they'll most likely have to do a eligibility review though 'cause you have multiple hire dates.

Speaker speaker_1: Yeah.

Speaker speaker_0: But since one of your hire dates is within this month, if you call back 30 days... Or hold on, let me see when would be your last day. If you do en- if you do decide to enroll-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you won't be automatically enrolled into it anymore because I declined the auto-enrollment. But if you do wanna enroll, your last day to do so would be the 28th of February.

Speaker speaker_1: Uh, all right.

Speaker speaker_0: But I would call before the 28th because by the looks of it, they would have to do a eligibility review to see if you qualify.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay?

Speaker speaker_1: All right. I'm, I'ma, I'm, I'ma call before the 28th. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right.

Speaker speaker_0: Have a nice day.