

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? Hey, this is Brock Hindman. Um, I am employed through the American Staff Co., and they had insurance through y'all, and I was wanting to decline the insurance. Okay. From the auto enrollment? Yes. Okay. Um, so I just need the last four of your social, and you say you're with American Staff Corp? Yes. Yes, that's it. Okay. That's what it is. Yeah. And then I just need those last four of your social. It's 7369. Okay. Thank you. And your first and last name? Brock, B-R-O-C-K. Mm-hmm. Hindman? Hindman. Yes. Okay. For security purposes, can you verify your address and date of birth? Uh, address is 40995 North 3960 Road, and then my birthday is 3/6/2004. Okay, thank you. And then 918-695-1304 is your phone number? Yes. That's correct. Then I have bhunter, your last name, @gmail.com. Is that up to date? Yes. So it looks like you called a little late because they already automatically enrolled you into it. Um, let me see. Uh... Yeah. They said they auto enroll, but we can call after our, like, first paycheck to So how it... So, so how it really... I don't know why they would tell you that. So how it really works is they give you 30 days from the time that you receive your first check to either opt out or be eligible to enroll into the benefits. Um, give me one second. Can I put you in a brief hold? Yes. Okay. Thank you for your hold, sir. I'm sorry. It looks like, um, your staffing agency is a bit different. So it looks like you'd get enrolled after your first paycheck automatically into it, but I can't go ahead and cancel it. The only thing about that is that cancellations do take seven to ten business days, so there is a possibility that you may experience one or two deductions after that cancellation, um, 'cause it looks like today was actually your first day with it. So I can- Okay. ... cancel it if you don't want it, but I did have to- Yeah. ... give you that disclaimer just in case you're like, "Why am I seeing a deduction?" So due to- Yeah. ... the cancellation process, it does take seven to ten business days for it to process, so there is a possibility that you may see one deduction or two. Hopefully it's only one since you called pretty soon. Okay. Yeah. That's fine. I did read you the disclaimer of one or two deductions. Um, so you did want to cancel it? Yes. I want to cancel it. Okay. Okay. I went ahead and canceled that for you. Um, did you have any other questions for me? No. That'll be it. And just in case, just for future reference, if you did want to enroll for some reason and change your mind, you have till... Let's see when. Till May the 9th, till do not enrollment. Okay. Um, after the 9th, you would have to wait for the next company open enrollment to open up for you to call in- Okay. ... and, for benefits, which is not till December. Okay. All right, sir. Well, I hope you have a great day. I hope you have a great day, too. Thank you so much for your help. Thank you. Bye.

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: Hey, this is Brock Hindman. Um, I am employed through the American Staff Co., and they had insurance through y'all, and I was wanting to decline the insurance.

Speaker speaker_0: Okay. From the auto enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I just need the last four of your social, and you say you're with American Staff Corp?

Speaker speaker_1: Yes. Yes, that's it.

Speaker speaker_0: Okay.

Speaker speaker_1: That's what it is. Yeah.

Speaker speaker_0: And then I just need those last four of your social.

Speaker speaker_1: It's 7369.

Speaker speaker_0: Okay. Thank you. And your first and last name?

Speaker speaker_1: Brock, B-R-O-C-K.

Speaker speaker_0: Mm-hmm. Hindman?

Speaker speaker_1: Hindman. Yes.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, address is 40995 North 3960 Road, and then my birthday is 3/6/2004.

Speaker speaker_0: Okay, thank you. And then 918-695-1304 is your phone number?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Then I have bhunter, your last name, @gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: So it looks like you called a little late because they already automatically enrolled you into it. Um, let me see. Uh...

Speaker speaker_1: Yeah. They said they auto enroll, but we can call after our, like, first paycheck to

Speaker speaker_0: So how it... So, so how it really... I don't know why they would tell you that. So how it really works is they give you 30 days from the time that you receive your first check to either opt out or be eligible to enroll into the benefits. Um, give me one second. Can I

put you in a brief hold?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you for your hold, sir. I'm sorry. It looks like, um, your staffing agency is a bit different. So it looks like you'd get enrolled after your first paycheck automatically into it, but I can't go ahead and cancel it. The only thing about that is that cancellations do take seven to ten business days, so there is a possibility that you may experience one or two deductions after that cancellation, um, 'cause it looks like today was actually your first day with it. So I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... cancel it if you don't want it, but I did have to-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... give you that disclaimer just in case you're like, "Why am I seeing a deduction?" So due to-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the cancellation process, it does take seven to ten business days for it to process, so there is a possibility that you may see one deduction or two. Hopefully it's only one since you called pretty soon.

Speaker speaker_1: Okay. Yeah. That's fine.

Speaker speaker_0: I did read you the disclaimer of one or two deductions. Um, so you did want to cancel it?

Speaker speaker_1: Yes. I want to cancel it.

Speaker speaker_0: Okay. Okay. I went ahead and canceled that for you. Um, did you have any other questions for me?

Speaker speaker_1: No. That'll be it.

Speaker speaker_0: And just in case, just for future reference, if you did want to enroll for some reason and change your mind, you have till... Let's see when. Till May the 9th, till do not enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, after the 9th, you would have to wait for the next company open enrollment to open up for you to call in-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and, for benefits, which is not till December.

Speaker speaker_1: Okay.

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

Speaker speaker_1: I hope you have a great day, too. Thank you so much for your help.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.