

## **Transcript: Franchesca**

**Baez-4605915541323776-5638478829502464**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Uh, my temp agency offers this insurance through, um, you guys. And it said I had 30 days to enroll or opt out, and I was calling to opt out. What staffing company do you work with? Surge, S-U-R-G-E, in Spartanburg, South Carolina. What are the last... Okay, what are the last four of your Social? 7841. And the last name, please? Chapman. C-H-A-P as in Paul, M-A-N. First name Kristen? Yes, ma'am. All right, and lastly, can you please verify your mailing address and your date of birth to make sure that I have the right account in front of me? Yes, ma'am. 112 Pearson Street, Spartanburg, South Carolina 29303. Birthdate is 11-04-1983. We have best point of contact, 864-734-8339. Yeah, they were supposed to update that. Um, it's... Oh, God. It's changed. Um, I just updated it with them yesterday, um, but that is my old number. Um, do you need the new one? If you would like to, yes. The thing is, we're not part of your staffing company. We're a third-party account administrator. So their system- Yeah. ... and ours is different. That will be the reason why we don't have the updated phone number. Oh, okay. Well, I mean, since this will probably be my only time speaking with y'all, if y'all want to just leave it at that, that's fine. I could still be reached at that number, but it's, like, a TextNow app thing that I had while my phone was cut off. Understood. Do you want me to just leave it as a secondary phone number, then? Yeah, you can just do that. Um, yeah, I just wanna opt out. I only work 20 hours a week. I can't afford to have any extra money taken out. Understood. And then the last thing you need to verify is the email, which is shown as your first and last name 2021 at gmail.com. Yes, ma'am. That's it. Oh. So actually, Ms. Chapman, you declined coverage yourself online on February 23rd. You did the process of declining the auto enrollment as well as opting out of it, so you are all set. I do have to say, however, when you start working with them, 'cause I do see here you already got your first paycheck, their system is gonna send you text messages, automated calls and emails telling you that you are going to be auto enrolled. But the reason for that is because it's an animated system, a computer that's sending this out to a contact list. It doesn't have a way to filter- Yeah. ... who already declined and who hasn't. That's why it's still going to send it to you. I gotcha. Okay, yeah. See, I thought I had messed up 'cause I was trying to push that decline button. It wouldn't let me, so I was told... I, I thought I had to call, so. Okay, understood. Yeah, sometimes it does look when you're trying to do them online like it didn't go through, but it did process it. The system just takes a little longer to catch up. I gotcha. All right. Well, thank you so much for your time. Of course. It was a pleasure. Hope you have a wonderful rest of your day. Thank you. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yes, ma'am. Uh, my temp agency offers this insurance through, um, you guys. And it said I had 30 days to enroll or opt out, and I was calling to opt out.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Surge, S-U-R-G-E, in Spartanburg, South Carolina.

Speaker speaker\_0: What are the last... Okay, what are the last four of your Social?

Speaker speaker\_1: 7841.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Chapman. C-H-A-P as in Paul, M-A-N.

Speaker speaker\_0: First name Kristen?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, and lastly, can you please verify your mailing address and your date of birth to make sure that I have the right account in front of me?

Speaker speaker\_1: Yes, ma'am. 112 Pearson Street, Spartanburg, South Carolina 29303. Birthdate is 11-04-1983.

Speaker speaker\_0: We have best point of contact, 864-734-8339.

Speaker speaker\_1: Yeah, they were supposed to update that. Um, it's... Oh, God. It's changed. Um, I just updated it with them yesterday, um, but that is my old number. Um, do you need the new one?

Speaker speaker\_0: If you would like to, yes. The thing is, we're not part of your staffing company. We're a third-party account administrator. So their system-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... and ours is different. That will be the reason why we don't have the updated phone number.

Speaker speaker\_1: Oh, okay. Well, I mean, since this will probably be my only time speaking with y'all, if y'all want to just leave it at that, that's fine. I could still be reached at that number, but it's, like, a TextNow app thing that I had while my phone was cut off.

Speaker speaker\_0: Understood. Do you want me to just leave it as a secondary phone number, then?

Speaker speaker\_1: Yeah, you can just do that. Um, yeah, I just wanna opt out. I only work 20 hours a week. I can't afford to have any extra money taken out.

Speaker speaker\_0: Understood. And then the last thing you need to verify is the email, which is shown as your first and last name 2021 at gmail.com.

Speaker speaker\_1: Yes, ma'am. That's it.

Speaker speaker\_0: Oh. So actually, Ms. Chapman, you declined coverage yourself online on February 23rd. You did the process of declining the auto enrollment as well as opting out of it, so you are all set. I do have to say, however, when you start working with them, 'cause I do see here you already got your first paycheck, their system is gonna send you text messages, automated calls and emails telling you that you are going to be auto enrolled. But the reason for that is because it's an automated system, a computer that's sending this out to a contact list. It doesn't have a way to filter-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... who already declined and who hasn't. That's why it's still going to send it to you.

Speaker speaker\_1: I gotcha. Okay, yeah. See, I thought I had messed up 'cause I was trying to push that decline button. It wouldn't let me, so I was told... I, I thought I had to call, so.

Speaker speaker\_0: Okay, understood. Yeah, sometimes it does look when you're trying to do them online like it didn't go through, but it did process it. The system just takes a little longer to catch up.

Speaker speaker\_1: I gotcha. All right. Well, thank you so much for your time.

Speaker speaker\_0: Of course. It was a pleasure. Hope you have a wonderful rest of your day.

Speaker speaker\_1: Thank you. You too. Bye-bye.

Speaker speaker\_0: Bye-bye.