

Transcript: Franchesca

Baez-4606507328258048-5442832486940672

Full Transcript

Thank you for calling Benefits in a Car. How can I assist you today? Hi, um, I was calling to opt out of the, um, benefits, I guess, or whatever it is. What company did you request? Uh, it's ASC, the staffing company. What are the last four of your Social? Zero, one, six, three. Zero, one, six, three? Yes, ma'am. Did you just recently apply with them? Yeah. Okay, so we don't have your file yet. Okay. I will need to make one. In order to do so, I will need your full Social. If you don't feel comfortable providing it on our recorded line, then I will be calling in throughout the weeks to see when we get it. Oh, I can, I can just give it to you right now. That's fine. It's, uh- Go ahead. We're prepared. Go ahead. Okay, it's 397-08-0163. And what is the first name? Tyler. And last name French. F-R-E-N-C-H? Yes, ma'am. What is your mailing address? 1101 West 14th Place, Claremore, Oklahoma, 74017. What is your date of birth? 11/22 of '91. And is it okay to use the phone number you're calling in today ending in 5645 as a good contact for the future? Yes. And lastly, would you like to put an email address to the account? Uh, yeah, I can do that. Um, frenchtyler, F-R-E-N-C-H, tyler, um, 4444@gmail.com. Okay. Bear with me one moment so I can make sure the account was saved properly. Okay. Are you calling - Okay, and then I just need the verbal disclosure that today you will like to decline auto enrollment with your StaffingAmeric StaffCorp. Did you not want their coverage, correct? Yeah, I don't need their coverage. All right, so you are awesome, Mr. French. Keep in mind, their system is still going to send you text messages, emails or automated calls saying that you are going- Okay. ... to be auto enrolled. That's 'cause it doesn't have a way to filter who already declined and who hasn't. It just goes through- Okay. ... a contact, so you can ignore it. Okay, all right, that's fine. That's it? That's it? Yes, sir. Okay, thanks. Thank you very much. It was my pleasure. Thank you for calling Benefits in a Car. Have a great day. Yep, bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. How can I assist you today?

Speaker speaker_1: Hi, um, I was calling to opt out of the, um, benefits, I guess, or whatever it is.

Speaker speaker_0: What company did you request?

Speaker speaker_1: Uh, it's ASC, the staffing company.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Zero, one, six, three.

Speaker speaker_0: Zero, one, six, three?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Did you just recently apply with them?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so we don't have your file yet.

Speaker speaker_1: Okay.

Speaker speaker_0: I will need to make one. In order to do so, I will need your full Social. If you don't feel comfortable providing it on our recorded line, then I will be calling in throughout the weeks to see when we get it.

Speaker speaker_1: Oh, I can, I can just give it to you right now. That's fine. It's, uh-

Speaker speaker_0: Go ahead. We're prepared. Go ahead.

Speaker speaker_1: Okay, it's 397-08-0163.

Speaker speaker_0: And what is the first name?

Speaker speaker_1: Tyler. And last name French.

Speaker speaker_0: F-R-E-N-C-H?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What is your mailing address?

Speaker speaker_1: 1101 West 14th Place, Claremore, Oklahoma, 74017.

Speaker speaker_0: What is your date of birth?

Speaker speaker_1: 11/22 of '91.

Speaker speaker_0: And is it okay to use the phone number you're calling in today ending in 5645 as a good contact for the future?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, would you like to put an email address to the account?

Speaker speaker_1: Uh, yeah, I can do that. Um, frenchtyler, F-R-E-N-C-H, tyler, um, 4444@gmail.com.

Speaker speaker_0: Okay. Bear with me one moment so I can make sure the account was saved properly.

Speaker speaker_1: Okay.

Speaker speaker_2: Are you calling -

Speaker speaker_0: Okay, and then I just need the verbal disclosure that today you will like to decline auto enrollment with your StaffingAmeric StaffCorp. Did you not want their coverage, correct?

Speaker speaker_1: Yeah, I don't need their coverage.

Speaker speaker_0: All right, so you are awesome, Mr. French. Keep in mind, their system is still going to send you text messages, emails or automated calls saying that you are going-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to be auto enrolled. That's 'cause it doesn't have a way to filter who already declined and who hasn't. It just goes through-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a contact, so you can ignore it.

Speaker speaker_1: Okay, all right, that's fine. That's it? That's it?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, thanks. Thank you very much.

Speaker speaker_0: It was my pleasure. Thank you for calling Benefits in a Car. Have a great day.

Speaker speaker_1: Yep, bye.

Speaker speaker_0: Bye-bye.