

Transcript: Francesca

Baez-4798975663325184-6255741475405824

Full Transcript

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hi. Um, I think I had a text message basically saying to opt out of the, um, I guess automatic benefits that I would be enrolled in. Okay. Were you calling to decline or get more information? No. I was calling to, um, um, opt out of it. It basically said that I would be automatically enrolled in the benefits for the job if I didn't call and basically say I didn't want it. What are the last four of the SSN of the staffing company you're with? 1711, and I'm at Company Search working for Amanda. What is the last name? Martinez. When I locate the account, I do want to verify with you, Ms. Martinez. You keep saying that the message said that you didn't want it. Do you mean to say that you're calling to decline it out of your own will? No one is forcing you to, correct? Yes. Correct. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Okay. 10-31-02, and then 2320 Olive Street, Apartment 303, Columbus, Georgia 31904. We have a phone number to reach you down as 706-239-7289. Yes. And we have your email down as first name- Martinez- ... at gmail.com? Yes. So you actually worked with Search already back in 2024, so you're actually considered a rehire. Auto enrollment won't take effect until you- Mm-hmm. ... however, the system doesn't have a way to filter from that contact list who's a rehire or who has already declined, so it still send you the message. But the only way that you can really have coverage with Search is that you'll have to call it in requested or fill out a form. They won't auto-enroll you into anything anymore. Okay. Was there anything else I can assist you with today? No. That was it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I think I had a text message basically saying to opt out of the, um, I guess automatic benefits that I would be enrolled in.

Speaker speaker_0: Okay. Were you calling to decline or get more information?

Speaker speaker_1: No. I was calling to, um, um, opt out of it. It basically said that I would be automatically enrolled in the benefits for the job if I didn't call and basically say I didn't want it.

Speaker speaker_0: What are the last four of the SSN of the staffing company you're with?

Speaker speaker_1: 1711, and I'm at Company Search working for Amanda.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Martinez.

Speaker speaker_0: When I locate the account, I do want to verify with you, Ms. Martinez. You keep saying that the message said that you didn't want it. Do you mean to say that you're calling to decline it out of your own will? No one is forcing you to, correct?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Okay. 10-31-02, and then 2320 Olive Street, Apartment 303, Columbus, Georgia 31904.

Speaker speaker_0: We have a phone number to reach you down as 706-239-7289.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as first name-

Speaker speaker_1: Martinez-

Speaker speaker_0: ... at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So you actually worked with Search already back in 2024, so you're actually considered a rehire. Auto enrollment won't take effect until you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... however, the system doesn't have a way to filter from that contact list who's a rehire or who has already declined, so it still send you the message. But the only way that you can really have coverage with Search is that you'll have to call it in requested or fill out a form. They won't auto-enroll you into anything anymore.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else I can assist you with today?

Speaker speaker_1: No. That was it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Thank you.