

Transcript: Francesca

Baez-4813380116070400-5143784702394368

Full Transcript

Thank you for calling Benefits Francesca. How can I assist today? Yes, I was calling to, um, deny my benefits. What type of company do you work with? Serge Staffing. And what are the last four of the Social? Uh, what was that? Yeah, sorry, the last four digits of your Social Security number. Oh, 7736. And what is your last name? Kemp, K-E-M-P. K-E-M-P... And we did say it was 7736, right? 7736, yes. Do you have any other last name or just that one? No, that's it. I just started, uh, just with... I just actually got on board today. So should I wait- Oh. ... 'til Monday maybe? Yeah, that would explain it. Okay, so- So we haven't gotten the, the account itself yet. We are able to make it. The only thing is that in order to make your account, we need the full Social. However if you- Okay. ... don't feel comfortable giving it online as recorded, um, you can always do what you were saying, calling in throughout the week to see when it will get here. I do- Okay. ... just want to clarify if there's no account in our system, your auto-enrollment has not taken effect. Okay. The- I don't have a problem giving my Social over the phone. It's okay. Okay. Give me one moment to get that set up. All right, go ahead whenever you're ready with that full Social. 271-84-7736. And what is the first name? Joshua. And we did say last name is K-E-M-P, right? Yes, ma'am. What is your mailing address? 5855 North State Route 235, Conover, Ohio, 45317. And date of birth? 8/12/'85. Is the phone number you're calling on, the 937-508-0712 a good number to put on this account in case we have to call you in the future? Yes, that's fine. Okay, and then the last one will be, do you want me to put an email address on this account or leave it with no email address for now? No email for now. All right. Okay, then just give me one second to make sure the account was made properly in our system. Okay, so the last thing to do is just a verbal disclosure of you stating that today you would like to decline auto-enrollment as well as the coverage with Serge for the moment, correct? Yes. I would like- All right. ... for these to close. All set. So I went ahead and made the file and we also did process the declamation for you already. Um, this does not mean that in the event that after you do get that first paycheck within your first 30 days, which is when you're eligible for their insurance, it doesn't mean that you can't enroll into it. You're more than welcome to. It just means that they're not gonna do any auto-enrollment for you. So the only way you'll have coverage with Serge will be if you specifically ask for it. And now, after that first paycheck, you are gonna get... I believe it's roughly four in total that they do, either text messages, automated calls or emails. If Serge has your email telling you that you're gonna be auto-enrolled, you can ignore it. They only do a contact list for the system to send out to the new hires, but it doesn't filter who already declined and who hasn't. Okay. All right, so you are all set. Was there anything else I can assist you with today? No, that's everything. Thank you. All right. O- My pleasure. Have a great day and thank you for your time today. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Francesca. How can I assist today?

Speaker speaker_1: Yes, I was calling to, um, deny my benefits.

Speaker speaker_0: What type of company do you work with?

Speaker speaker_1: Serge Staffing.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: Uh, what was that?

Speaker speaker_0: Yeah, sorry, the last four digits of your Social Security number.

Speaker speaker_1: Oh, 7736.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: Kemp, K-E-M-P.

Speaker speaker_0: K-E-M-P... And we did say it was 7736, right?

Speaker speaker_1: 7736, yes.

Speaker speaker_0: Do you have any other last name or just that one?

Speaker speaker_1: No, that's it. I just started, uh, just with... I just actually got on board today. So should I wait-

Speaker speaker_0: Oh.

Speaker speaker_1: ... 'til Monday maybe?

Speaker speaker_0: Yeah, that would explain it.

Speaker speaker_1: Okay, so-

Speaker speaker_0: So we haven't gotten the, the account itself yet. We are able to make it. The only thing is that in order to make your account, we need the full Social. However if you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... don't feel comfortable giving it online as recorded, um, you can always do what you were saying, calling in throughout the week to see when it will get here. I do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just want to clarify if there's no account in our system, your auto-enrollment has not taken effect.

Speaker speaker_1: Okay.

Speaker speaker_0: The-

Speaker speaker_1: I don't have a problem giving my Social over the phone. It's okay.

Speaker speaker_0: Okay. Give me one moment to get that set up. All right, go ahead whenever you're ready with that full Social.

Speaker speaker_1: 271-84-7736.

Speaker speaker_0: And what is the first name?

Speaker speaker_1: Joshua.

Speaker speaker_0: And we did say last name is K-E-M-P, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What is your mailing address?

Speaker speaker_1: 5855 North State Route 235, Conover, Ohio, 45317.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 8/12/'85.

Speaker speaker_0: Is the phone number you're calling on, the 937-508-0712 a good number to put on this account in case we have to call you in the future?

Speaker speaker_1: Yes, that's fine.

Speaker speaker_0: Okay, and then the last one will be, do you want me to put an email address on this account or leave it with no email address for now?

Speaker speaker_1: No email for now.

Speaker speaker_0: All right. Okay, then just give me one second to make sure the account was made properly in our system. Okay, so the last thing to do is just a verbal disclosure of you stating that today you would like to decline auto-enrollment as well as the coverage with Serge for the moment, correct?

Speaker speaker_1: Yes. I would like-

Speaker speaker_0: All right.

Speaker speaker_1: ... for these to close.

Speaker speaker_0: All set. So I went ahead and made the file and we also did process the declamation for you already. Um, this does not mean that in the event that after you do get that first paycheck within your first 30 days, which is when you're eligible for their insurance, it doesn't mean that you can't enroll into it. You're more than welcome to. It just means that they're not gonna do any auto-enrollment for you. So the only way you'll have coverage with Serge will be if you specifically ask for it. And now, after that first paycheck, you are gonna get... I believe it's roughly four in total that they do, either text messages, automated calls or emails. If Serge has your email telling you that you're gonna be auto-enrolled, you can ignore it. They only do a contact list for the system to send out to the new hires, but it doesn't filter

who already declined and who hasn't.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so you are all set. Was there anything else I can assist you with today?

Speaker speaker_1: No, that's everything. Thank you.

Speaker speaker_0: All right. O- My pleasure. Have a great day and thank you for your time today.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.