

## **Transcript: Francesca**

**Baez-5007804202532864-6309996695961600**

### **Full Transcript**

Thank you for calling Benefits 10-0-5. My name is Francesca. How can I assist you today? Hi, may I ask, um, my name is Lazara Sterling. Um, I received a message regarding the, uh, benefits enrollment and I'm trying to make sure that I'm not enrolled in it. What staffing company do you work with? Wagner's Crafting. What are the last four of your Social? 9443. Please provide the mailing address and date of birth to make sure I'm in the right account. 7616 Avalon Boulevard, Fairburn, Georgia 30- 30213. And you said my phone number? Your date of birth. 02/15/93. Our VISTA number 473-43-6047? Yes, ma'am. And we have your email down as your first name without the punctuation @yahoo.com? Yes. Yes, ma'am. So we received the form that you had filled out on December 5th where you had opted out of coverage. So out our enrollment, which your company has a c- their company policy won't take effect since you already declined it. Okay, perfect. I just had to make sure it was declined. Of course, was there any- Oh, the system might still send you reminders like text messages or emails to call in to decline. You can simply ignore it. Unfortunately, it does not have a way to filter who has in fact declined and who has not yet declined. Oh, okay. But it doesn't show that they're charged because the benefits? No, they won't do it 'cause when we did process that declination was back at the beginning of the month at 07. The system still hadn't processed anything. Um, and we do show here that it was after the 15th that you received that first paycheck. So we did process the declination on time before they were able to process anything. Okay, perfect. Perfect. Okay, I just had to make sure that you- I was not, um, you know, being charged for benefits that I didn't want to receive. I understood. Well, is there anything else aside from this that we can assist you with today? No, ma'am. Hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. My pleasure. Goodbye. Bye-bye.

### **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, may I ask, um, my name is Lazara Sterling. Um, I received a message regarding the, uh, benefits enrollment and I'm trying to make sure that I'm not enrolled in it.

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

Speaker speaker\_1: Wagner's Crafting.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 9443.

Speaker speaker\_0: Please provide the mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_1: 7616 Avalon Boulevard, Fairburn, Georgia 30- 30213. And you said my phone number?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: 02/15/'93.

Speaker speaker\_0: Our VISTA number 473-43-6047?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And we have your email down as your first name without the punctuation @yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yes, ma'am. So we received the form that you had filled out on December 5th where you had opted out of coverage. So out our enrollment, which your company has a c- their company policy won't take effect since you already declined it.

Speaker speaker\_1: Okay, perfect. I just had to make sure it was declined.

Speaker speaker\_0: Of course, was there any- Oh, the system might still send you reminders like text messages or emails to call in to decline. You can simply ignore it. Unfortunately, it does not have a way to filter who has in fact declined and who has not yet declined.

Speaker speaker\_1: Oh, okay. But it doesn't show that they're charged because the benefits?

Speaker speaker\_0: No, they won't do it 'cause when we did process that declination was back at the beginning of the month at 07. The system still hadn't processed anything. Um, and we do show here that it was after the 15th that you received that first paycheck. So we did process the declination on time before they were able to process anything.

Speaker speaker\_1: Okay, perfect. Perfect. Okay, I just had to make sure that you- I was not, um, you know, being charged for benefits that I didn't want to receive.

Speaker speaker\_0: I understood. Well, is there anything else aside from this that we can assist you with today?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: My pleasure. Goodbye.

Speaker speaker\_1: Bye-bye.