

Transcript: Francesca

Baez-5088946588794880-6565104434069504

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, Francesca. I, uh, received a couple of days ago a test s- text message from you guys congratulating me on my employment at Crown Services and that I'd be opted in to your benefits within 30 days. But in my documents I filled out for Crown Services, I said I do not want your benefits. I said absolutely not, and that's why I'm calling to tell you guys not to enroll me whatsoever into your benefit program. Sure thing. I do want to clarify, sir, it's not our benefits, we're only administrators. It's a benefit that Crown Services offers, as well as the fact that that text message was sent by a system, not a human being. I'll have to make sure that we have received your declination to ensure that you won't- Okay. ... be auto-enrolled. But there is a possibility that if you filled out a form already declining it, it will pass this 'cause the system really doesn't have a way to filter who declined, who canceled, or who won't be affected by auto enrollment since it is a computer sending those messages. Okay. Well, just, yeah, check and make sure I, y- y'all lose my name and I am not enrolled. What are the last four of the Social and the last name, please? Um, the last four is 3537 and last name is Boeser. That's B as in boy O-E-S-E-R. Please verify your mailing address and date of birth to make sure that I have the right account in front of me. Okay. Mailing address, 381 Granada Court, St. Peters, Missouri, 63376. Date of birth is 6/8/1971. I have best contact 314-757-4059. Correct. And we have your email down as first initial, I apologize, B as in boy, the last name @outlook.com. Yes. Did you apply for Crown Services online? Um, did I apply online? No. No, basically- Mm-mm. What? No, I was gonna say, okay, then it was when they send over your file. The reason why I was asking is 'cause when we received your file, it was already opted out of auto enrollment. So, it looks like when they made your profile then sent it over to our system, they have already declined you so it won't affect you. You won't be auto enrolled into anything since you have been opted out already. Okay. I've already opted out. Okay, great. All right. That's, uh, what I wanted to hear. I appreciate it, Francesca. Of course. It was a pleasure assisting you today, sir. Thank you for calling Benefits in a Card. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, Francesca. I, uh, received a couple of days ago a test s- text message from you guys congratulating me on my employment at Crown Services and that I'd

be opted in to your benefits within 30 days. But in my documents I filled out for Crown Services, I said I do not want your benefits. I said absolutely not, and that's why I'm calling to tell you guys not to enroll me whatsoever into your benefit program.

Speaker speaker_0: Sure thing. I do want to clarify, sir, it's not our benefits, we're only administrators. It's a benefit that Crown Services offers, as well as the fact that that text message was sent by a system, not a human being. I'll have to make sure that we have received your declination to ensure that you won't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... be auto-enrolled. But there is a possibility that if you filled out a form already declining it, it will pass this 'cause the system really doesn't have a way to filter who declined, who canceled, or who won't be affected by auto enrollment since it is a computer sending those messages.

Speaker speaker_1: Okay. Well, just, yeah, check and make sure I, y- y'all lose my name and I am not enrolled.

Speaker speaker_0: What are the last four of the Social and the last name, please?

Speaker speaker_1: Um, the last four is 3537 and last name is Boeser. That's B as in boy O-E-S-E-R.

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

Speaker speaker_1: Okay. Mailing address, 381 Granada Court, St. Peters, Missouri, 63376. Date of birth is 6/8/1971.

Speaker speaker_0: I have best contact 314-757-4059.

Speaker speaker_1: Correct.

Speaker speaker_0: And we have your email down as first initial, I apologize, B as in boy, the last name @outlook.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Did you apply for Crown Services online?

Speaker speaker_1: Um, did I apply online? No. No, basically-

Speaker speaker_0: Mm-mm.

Speaker speaker_1: What?

Speaker speaker_0: No, I was gonna say, okay, then it was when they send over your file. The reason why I was asking is 'cause when we received your file, it was already opted out of auto enrollment. So, it looks like when they made your profile then sent it over to our system, they have already declined you so it won't affect you. You won't be auto enrolled into anything since you have been opted out already.

Speaker speaker_1: Okay. I've already opted out. Okay, great. All right. That's, uh, what I wanted to hear. I appreciate it, Francesca.

Speaker speaker_0: Of course. It was a pleasure assisting you today, sir. Thank you for calling Benefits in a Card. Have a great day.

Speaker speaker_1: You too. Bye-bye.