

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Crown. My name is Francesca. How can I assist you today? Um, yeah, I'm calling to cancel my, uh, health insurance through Search Staffing. What are the last four of your Social? 2743. And the last name? Uh, Orris. O-R-R-I-S. For security purposes, can you please verify your mailing address and date of birth, please? Yeah. It's uh, 107 North Pike Street, Apartment 17, New Carlisle, Ohio, 45344. And you said, my um, do- uh, 13076, my date of birth. I have the voice phone number to reach you down as 749-9055-27. Yep. We have your email down as first and last name 76 at gmail.com. Correct. We actually do not have any active coverage with Search. It even shows that you declined it back in 2023. So you never had active benefits with Search Staffing. Right. They, uh... No. I've, I took a year off working for them, now I'm two years actually. Now I'm back there, they told me I had to call and cancel, so. Gotcha. Okay. No problem, sir. So if you already opted out from auto-enrollment and you were re-hired, their system won't auto-enroll you into anything. But if I take... If you like, I can process a declamation for this year. No, that's okay. I just wanted to make sure I was not being taken out. Appreciate you. Of course. I hope you have a wonderful rest of your day and thank you for your time today. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in the Crown. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, yeah, I'm calling to cancel my, uh, health insurance through Search Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 2743.

Speaker speaker_1: And the last name?

Speaker speaker_2: Uh, Orris. O-R-R-I-S.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth, please?

Speaker speaker_2: Yeah. It's uh, 107 North Pike Street, Apartment 17, New Carlisle, Ohio, 45344. And you said, my um, do- uh, 13076, my date of birth.

Speaker speaker_1: I have the voice phone number to reach you down as 749-9055-27.

Speaker speaker_2: Yep.

Speaker speaker_1: We have your email down as first and last name 76 at gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: We actually do not have any active coverage with Search. It even shows that you declined it back in 2023. So you never had active benefits with Search Staffing.

Speaker speaker_2: Right. They, uh... No. I've, I took a year off working for them, now I'm two years actually. Now I'm back there, they told me I had to call and cancel, so.

Speaker speaker_1: Gotcha. Okay. No problem, sir. So if you already opted out from auto-enrollment and you were re-hired, their system won't auto-enroll you into anything. But if I take... If you like, I can process a declamation for this year.

Speaker speaker_2: No, that's okay. I just wanted to make sure I was not being taken out. Appreciate you.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: Thank you. Bye.