

Transcript: Franchesca

Baez-5230093993820160-5733589973254144

Full Transcript

Thank you for calling 000. Yes, this is Jay. Hello? Yes, sir. Hi. Uh, I'm, I, I'm supposed to call Vic. Yes, sir. You have called us. How can we help you? Uh, I received a text message saying that I had, I'm available for benefits within 30 days, call this number. I don't know what it's for. It will be health insurance with the staffing company you applied with. What staffing company did you work with? Uh, I worked for Crown. More than likely, your message has something about MAC 10RX. So they're informing you that you're currently eligible to enroll into their health insurance, as well as the fact that they have a company policy where they auto-enroll new hires into a medical provider care plan. Yeah, I... I already have health insurance. Okay. So do you want me to decline auto enrollment for you? Yes, ma'am. What are the last four of your Social Security to locate your account? 4651. And your last name, please? I'm sorry? Yes, sir. What is your last name? I'm sorry. King. I'm sorry. I- That's okay. I'm out in Alexandria ... near there. Um, Joseph King? Yes, ma'am. Excuse me. Um, can you please verify your mailing address and date of birth to make sure I located the correct account? Uh, 3501 Townsend Boulevard, Jacksonville, Florida 32277. Uh, and my birthday, 12-28-1982. I have best contact 904-271-5385. Yes, ma'am. And I have your email down as kingjd1st22@gmail.com? Yes, ma'am. And for the purpose of the line being recorded, you stated you would like to decline auto enrollment with Crown Services and their insurance, correct? Yes, ma'am. That's correct. Okay. You are all set. Their system might still send you those reminders, as it does not have a way to filter who already declined and who hasn't, but you can ignore them. Yes, ma'am. I appreciate you. Of course. Was there anything else we can assist you with today? No. Thank you for caring. And thank you. Thank you too. Have a wonderful rest of your day today. You stay included. Um... Bye.

Conversation Format

Speaker speaker_0: Thank you for calling 000. Yes, this is Jay.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Hi. Uh, I'm, I, I'm supposed to call Vic.

Speaker speaker_0: Yes, sir. You have called us. How can we help you?

Speaker speaker_1: Uh, I received a text message saying that I had, I'm available for benefits within 30 days, call this number. I don't know what it's for.

Speaker speaker_0: It will be health insurance with the staffing company you applied with. What staffing company did you work with?

Speaker speaker_1: Uh, I worked for Crown.

Speaker speaker_0: More than likely, your message has something about MAC 10RX. So they're informing you that you're currently eligible to enroll into their health insurance, as well as the fact that they have a company policy where they auto-enroll new hires into a medical provider care plan.

Speaker speaker_1: Yeah, I... I already have health insurance.

Speaker speaker_0: Okay. So do you want me to decline auto enrollment for you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What are the last four of your Social Security to locate your account?

Speaker speaker_1: 4651.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, sir. What is your last name? I'm sorry.

Speaker speaker_1: King. I'm sorry. I-

Speaker speaker_0: That's okay.

Speaker speaker_1: I'm out in Alexandria ... near there.

Speaker speaker_0: Um, Joseph King?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Excuse me. Um, can you please verify your mailing address and date of birth to make sure I located the correct account?

Speaker speaker_1: Uh, 3501 Townsend Boulevard, Jacksonville, Florida 32277. Uh, and my birthday, 12-28-1982.

Speaker speaker_0: I have best contact 904-271-5385.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email down as kingjd1st22@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And for the purpose of the line being recorded, you stated you would like to decline auto enrollment with Crown Services and their insurance, correct?

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: Okay. You are all set. Their system might still send you those reminders, as it does not have a way to filter who already declined and who hasn't, but you can ignore them.

Speaker speaker_1: Yes, ma'am. I appreciate you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No. Thank you for caring. And thank you.

Speaker speaker_0: Thank you too. Have a wonderful rest of your day today.

Speaker speaker_1: You stay included. Um...

Speaker speaker_0: Bye.