

## **Transcript: Francesca**

**Baez-5283179562188800-6542064138764288**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I would like to opt out of all benefits please. Which staffing company do you work with? Crown Staffing. What are the last four of the Social? 0459. And the last name? Ndiaye. N as in Nancy, D as in David, I-A-Y-E. Ndiaye. Did you just recently apply with them? Yes, I did. So we have not received your file yet. That gives you two options. We can go ahead and open one, for which I'll need your full Social. If you do not feel comfortable providing it, then you'll have to call in throughout the week to see when they send it over to us. I- I'll give you my Social, but I, I want to opt out of these benefits. I do not want no one taking money out of my check. Yes, ma'am. The thing is, I don't have an account to process that out of, so I'll need to create it. What is that Social please? 40635 0459. And what is your mailing address? 66 Delphi, D-E-L-P-H-I Drive. Delphi Drive. Do you need me to spell that again or no? No ma'am, I have that. D-E-L-P-H-I. Yes, ma'am. And what is that zip code? That's 41018. The date of birth? 2/1/84. And is the phone number you're calling on a good one to put as a contact information on that account? Yes, ma'am. And then the last thing will be would you like to put an email address on it? Um, yes, you can. It's my e., my last name Ndiaye, N-D-I-A-Y-E 00 at gmail.com. All right. And then let's make sure everything has saved properly. Okay. All set. And then I just need the verbal disclosure that today you would like to decline auto enrollment as well as all other coverage with Crown Services. Correct? Yes, ma'am. I want to decline all coverage. All right. So you are all set. The only deductions you should be seeing will be those federal tax ones. There will be nothing taken out for insurance with Crown Services. Okay. Thank you. I really do appreciate your time today. Thank you. Of course. And then I do want to let you know, once you've received that first paycheck, following four weeks after that first paycheck, it's possible that you're gonna get either text messages, emails or automated call saying that you will be auto enrolled. You can simply ignore it. Their system doesn't have a way to filter who already decline out of their contact list. Okay. So ignore those text messages? Yes, ma'am. As of right now, the only way that you could have benefits with them is if you specifically request them. Okay. Thank you for that information. That is helpful. Thank you. Of course. All right. You have a good day. Thank you. Thank you too. Enjoy your day. Thank you. Bye bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I would like to opt out of all benefits please.

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

Speaker speaker\_1: Crown Staffing.

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

Speaker speaker\_1: 0459.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Ndiaye. N as in Nancy, D as in David, I-A-Y-E. Ndiaye.

Speaker speaker\_0: Did you just recently apply with them?

Speaker speaker\_1: Yes, I did.

Speaker speaker\_0: So we have not received your file yet. That gives you two options. We can go ahead and open one, for which I'll need your full Social. If you do not feel comfortable providing it, then you'll have to call in throughout the week to see when they send it over to us.

Speaker speaker\_1: I- I'll give you my Social, but I, I want to opt out of these benefits. I do not want no one taking money out of my check.

Speaker speaker\_0: Yes, ma'am. The thing is, I don't have an account to process that out of, so I'll need to create it. What is that Social please?

Speaker speaker\_1: 40635 0459.

Speaker speaker\_0: And what is your mailing address?

Speaker speaker\_1: 66 Delphi, D-E-L-P-H-I Drive. Delphi Drive. Do you need me to spell that again or no?

Speaker speaker\_0: No ma'am, I have that. D-E-L-P-H-I.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And what is that zip code?

Speaker speaker\_1: That's 41018.

Speaker speaker\_0: The date of birth?

Speaker speaker\_1: 2/1/84.

Speaker speaker\_0: And is the phone number you're calling on a good one to put as a contact information on that account?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then the last thing will be would you like to put an email address on it?

Speaker speaker\_1: Um, yes, you can. It's my e., my last name Ndiaye, N-D-I-A-Y-E 00 at gmail.com.

Speaker speaker\_0: All right. And then let's make sure everything has saved properly. Okay. All set. And then I just need the verbal disclosure that today you would like to decline auto enrollment as well as all other coverage with Crown Services. Correct?

Speaker speaker\_1: Yes, ma'am. I want to decline all coverage.

Speaker speaker\_0: All right. So you are all set. The only deductions you should be seeing will be those federal tax ones. There will be nothing taken out for insurance with Crown Services.

Speaker speaker\_1: Okay. Thank you. I really do appreciate your time today. Thank you.

Speaker speaker\_0: Of course. And then I do want to let you know, once you've received that first paycheck, following four weeks after that first paycheck, it's possible that you're gonna get either text messages, emails or automated call saying that you will be auto enrolled. You can simply ignore it. Their system doesn't have a way to filter who already decline out of their contact list.

Speaker speaker\_1: Okay. So ignore those text messages?

Speaker speaker\_0: Yes, ma'am. As of right now, the only way that you could have benefits with them is if you specifically request them.

Speaker speaker\_1: Okay. Thank you for that information. That is helpful. Thank you.

Speaker speaker\_0: Of course.

Speaker speaker\_1: All right. You have a good day. Thank you.

Speaker speaker\_0: Thank you too. Enjoy your day.

Speaker speaker\_1: Thank you. Bye bye.