

Transcript: Franchesca

Baez-5661142363193344-6293670249938944

Full Transcript

Good day. Hello? I received a call from this number. Don't know what it's about. I'm sorry? Said, I received a call from this number. Don't know what it was about. Okay. I believe that was one of the staffing company's automated system. We're the account, um, the account administrator for the health benefits, uh, staffing company out there. Have you recently applied for a staffing company job? Yeah, I already... For which company? Surgi. Okay. So they might be advising you regarding your personal enrollment period as they were sending those text messages out today. Okay. I do have to say, if y- you do not mind, I would like to take a look into your account because they have auto-enrollment for their new hires and I want to make sure- Okay. ... that's not going it to you if you do not want it to. Yeah. I don't ha- I already have insurance. Okay. What are the last four of the social and your last name? 6228. N-E-I-L. First name M-I-K-E-L? Yeah. Can you verify your mailing address and date of birth? Uh, 8006 North Thomas Meyers, apartment H. Anthony, Missouri 64118. We have a different address on file. Maybe it's your old address? No, it's not. The old address is Serena, but that's in Texas. It's not that one. Yes. Um, that's the one that I have. Do you remember what the house number was? Um, H. I'm sorry, sir. The letter H. H, Her. No, sir. The number of the house, like the building itself. 8006 North Thomas Meyers, apartment H. No... No, sir. I need from the Texas address so that I can change it. Oh, it wasn't... There was no number, house number. I can't remember what the hell it was. It moved. I can't remember. Okay. Seven something. Seven... I don't know. I can't remem- But it's Serena Drive. Know that address. Since if you are unable to verify the old address then I will need the full social unfortunately. Okay. Okay. Would you like to provide the full social or call later on when you know the full address so that you can decline auto-enrollment? Hello? Hello?

Conversation Format

Speaker speaker_0: Good day.

Speaker speaker_1: Hello? I received a call from this number. Don't know what it's about.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Said, I received a call from this number. Don't know what it was about.

Speaker speaker_0: Okay. I believe that was one of the staffing company's automated system. We're the account, um, the account administrator for the health benefits, uh, staffing company out there. Have you recently applied for a staffing company job?

Speaker speaker_1: Yeah, I already...

Speaker speaker_0: For which company?

Speaker speaker_1: Surgi.

Speaker speaker_0: Okay. So they might be advising you regarding your personal enrollment period as they were sending those text messages out today.

Speaker speaker_1: Okay.

Speaker speaker_0: I do have to say, if y- you do not mind, I would like to take a look into your account because they have auto-enrollment for their new hires and I want to make sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that's not going it to you if you do not want it to.

Speaker speaker_1: Yeah. I don't ha- I already have insurance.

Speaker speaker_0: Okay. What are the last four of the social and your last name?

Speaker speaker_1: 6228. N-E-I-L.

Speaker speaker_0: First name M-I-K-E-L?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can you verify your mailing address and date of birth?

Speaker speaker_1: Uh, 8006 North Thomas Meyers, apartment H. Anthony, Missouri 64118.

Speaker speaker_0: We have a different address on file. Maybe it's your old address?

Speaker speaker_1: No, it's not. The old address is Serena, but that's in Texas. It's not that one.

Speaker speaker_0: Yes. Um, that's the one that I have. Do you remember what the house number was?

Speaker speaker_1: Um, H.

Speaker speaker_0: I'm sorry, sir.

Speaker speaker_1: The letter H. H, Her.

Speaker speaker_0: No, sir. The number of the house, like the building itself.

Speaker speaker_1: 8006 North Thomas Meyers, apartment H.

Speaker speaker_0: No... No, sir. I need from the Texas address so that I can change it.

Speaker speaker_1: Oh, it wasn't... There was no number, house number. I can't remember what the hell it was. It moved. I can't remember.

Speaker speaker_0: Okay.

Speaker speaker_1: Seven something. Seven... I don't know. I can't remem- But it's Serena Drive. Know that address.

Speaker speaker_0: Since if you are unable to verify the old address then I will need the full social unfortunately.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Would you like to provide the full social or call later on when you know the full address so that you can decline auto-enrollment? Hello? Hello?