

Transcript: Francesca

Baez-5902794726260736-6427497056387072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Ohio. My name is Francesca Hapiness, as you say. Hi. I was calling to see if I can, um, who I needed to talk to about opting out of, um, the insurance. What staffing company do you work with? Carlton. Okay. So that would be us or the account administrators for your health insurance. What are the last four of the Social to locate your account? The last four of what? Of your Social. It's 50... 5981. 981 is only three digits, ma'am. I need the last four digits of your Social Security number. 5981. Oh, you're saying 5981? Yes. Is that correct, 5981? Yes, correct. Okay. By any chance, did you recently finish that application with them? Yes. I just started Monday, last Monday. Oh, okay. So we haven't received the information to create a file in our system yet for you. So I'll give you two options. We can either create the file and process a declination or if you don't feel comfortable providing your full Social in a recorded way, you can always give us a call throughout the week to see when we receive that file. No, I can give it to you now. Go ahead. It's 643-60-5981. And what is that first and last name? Uh, the first name is spelled D-E-Y-C-I and then the last name is B-A-R-A-J-A-S. All right. And what is your mailing address? I have, uh, 1022, uh, Avenue D, Rosenberg, Texas 77... 77471. And what are your date of birth? March 9, 1998. All right. Is it okay for me to put the phone number you're calling on? Caller ID shows it ending in 3865 for this account. Yes, ma'am. And the last part is optional. Would you like to put a... Oh, would you like to put an email address on this account? Uh, yes, ma'am. Go ahead. It'll be the first name, 98, my last name, @icloud.com. All right. And then let me make sure everything got saved properly so we can process your declination. All right. There we go. And then for the purpose of this line being recorded, you stated you would like to be opted out of auto-enrollment with Carlton Staffing, correct? Correct. All right. You're all set. Now, when you do start working with them and receive that first paycheck, there is a possibility their system might send you about three to four courtesy either text messages, emails, or calls as reminders to opt out. You can simply ignore them since we have already processed it. Their system just doesn't have a way to filter out who has already declined. Okay. All right. Now, aside from declining auto-enrollment, was there anything else we can assist you with today? No. That'll be all. All right. Thank you so much for your assistance and your patience as well as for allowing me to assist you today. I hope you have a wonderful rest of your day. You too. Bye-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 Ohio. My name is Francesca Hapiness, as you say.

Speaker speaker_2: Hi. I was calling to see if I can, um, who I needed to talk to about opting out of, um, the insurance.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Carlton.

Speaker speaker_1: Okay. So that would be us or the account administrators for your health insurance. What are the last four of the Social to locate your account?

Speaker speaker_2: The last four of what?

Speaker speaker_1: Of your Social.

Speaker speaker_2: It's 50... 5981.

Speaker speaker_1: 981 is only three digits, ma'am. I need the last four digits of your Social Security number.

Speaker speaker_2: 5981.

Speaker speaker_1: Oh, you're saying 5981?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that correct, 5981?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. By any chance, did you recently finish that application with them?

Speaker speaker_2: Yes. I just started Monday, last Monday.

Speaker speaker_1: Oh, okay. So we haven't received the information to create a file in our system yet for you. So I'll give you two options. We can either create the file and process a declination or if you don't feel comfortable providing your full Social in a recorded way, you can always give us a call throughout the week to see when we receive that file.

Speaker speaker_2: No, I can give it to you now.

Speaker speaker_1: Go ahead.

Speaker speaker_2: It's 643-60-5981.

Speaker speaker_1: And what is that first and last name?

Speaker speaker_2: Uh, the first name is spelled D-E-Y-C-I and then the last name is B-A-R-A-J-A-S.

Speaker speaker_1: All right. And what is your mailing address?

Speaker speaker_2: I have, uh, 1022, uh, Avenue D, Rosenberg, Texas 77... 77471.

Speaker speaker_1: And what are your date of birth?

Speaker speaker_2: March 9, 1998.

Speaker speaker_1: All right. Is it okay for me to put the phone number you're calling on? Caller ID shows it ending in 3865 for this account.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And the last part is optional. Would you like to put a... Oh, would you like to put an email address on this account?

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_1: Go ahead.

Speaker speaker_2: It'll be the first name, 98, my last name, @icloud.com.

Speaker speaker_1: All right. And then let me make sure everything got saved properly so we can process your declination. All right. There we go. And then for the purpose of this line being recorded, you stated you would like to be opted out of auto-enrollment with Carlton Staffing, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. You're all set. Now, when you do start working with them and receive that first paycheck, there is a possibility their system might send you about three to four courtesy either text messages, emails, or calls as reminders to opt out. You can simply ignore them since we have already processed it. Their system just doesn't have a way to filter out who has already declined.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Now, aside from declining auto-enrollment, was there anything else we can assist you with today?

Speaker speaker_2: No. That'll be all.

Speaker speaker_1: All right. Thank you so much for your assistance and your patience as well as for allowing me to assist you today. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.