

Transcript: Francesca

Baez-6014056545599488-5912837385306112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 00:00:05My name is Francesca. How can I assist you today? Yes, I received a text from you guys. I work for Crown. Okay. So your staffing company system was the one that sent out that check, I mean that text. What was in the text? Was there anything about something with the initials MEC? Uh, hold on, let me see. It says, "Congrats on your job with Crown." Mm-hmm. "You will be hoped, hoping to benefit within 30 days. Call quick at this number. Mark change before your windows close." That's all. Okay. So they are guiding you in regards to their company policy. Crown Staffing does an auto enrollment into a medical plan for their employees when they're new to the company. Their system here is advising you that you have, as of right now, 30 days after your first paycheck to opt out of that auto enrollment into the medical preventative care plan, as well as if you want it. What if I don't want? You can cancel it, sir, as well. You can decline it. So can I decline it? Of course. What are the last four of your Social Security? We'll update your account. It's 6105. And what is your last name, sir? M-U-D-O-N-G. For security purposes, can you please verify your mailing address and your date of birth for me? It's 7841 Styrax Lane, Cincinnati, Ohio 45236. And what else you need? The email address. Email is nahnid.mudong@yahoo.com. What is your date of birth, sir? 060271. I have a phone number to reach you down as 513-696-5167. Yes, ma'am. And for the purpose of the line is recorded, you say you would like to decline auto enrollment with Crown Services Staffing, correct? Yes. All right, so you are all set, sir. I already processed your declination. Their system could possibly still send you roughly two to three more text messages as a courtesy reminder while you're on your personal enrollment period, 'cause you also have enrolled into any insurance they offer in general. But I already declined the auto enrollment, so you can ignore those messages. All right. 'Cause it just doesn't have a way to filter that you have already declined. All right, thank you. My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 00:00:05My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I received a text from you guys. I work for Crown.

Speaker speaker_1: Okay. So your staffing company system was the one that sent out that check, I mean that text. What was in the text? Was there anything about something with the initials MEC?

Speaker speaker_2: Uh, hold on, let me see. It says, "Congrats on your job with Crown."

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: "You will be hoped, hoping to benefit within 30 days. Call quick at this number. Mark change before your windows close." That's all.

Speaker speaker_1: Okay. So they are guiding you in regards to their company policy. Crown Staffing does an auto enrollment into a medical plan for their employees when they're new to the company. Their system here is advising you that you have, as of right now, 30 days after your first paycheck to opt out of that auto enrollment into the medical preventative care plan, as well as if you want it.

Speaker speaker_2: What if I don't want?

Speaker speaker_1: You can cancel it, sir, as well. You can decline it.

Speaker speaker_2: So can I decline it?

Speaker speaker_1: Of course. What are the last four of your Social Security? We'll update your account.

Speaker speaker_2: It's 6105.

Speaker speaker_1: And what is your last name, sir?

Speaker speaker_2: M-U-D-O-N-G.

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

Speaker speaker_2: It's 7841 Styrax Lane, Cincinnati, Ohio 45236. And what else you need?

Speaker speaker_1: The email address.

Speaker speaker_2: Email is nahnid.mudong@yahoo.com.

Speaker speaker_1: What is your date of birth, sir?

Speaker speaker_2: 060271.

Speaker speaker_1: I have a phone number to reach you down as 513-696-5167.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And for the purpose of the line is recorded, you say you would like to decline auto enrollment with Crown Services Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so you are all set, sir. I already processed your declination. Their system could possibly still send you roughly two to three more text messages as a courtesy reminder while you're on your personal enrollment period, 'cause you also have enrolled into any insurance they offer in general. But I already declined the auto enrollment, so you can ignore those messages.

Speaker speaker_2: All right.

Speaker speaker_1: 'Cause it just doesn't have a way to filter that you have already declined.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you.