

Transcript: Francesca

Baez-6401677417463808-5214222441988096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-09. My name is Francesca. How can I assist you today? Yes, hello. My name is, uh, Robert Rogers and I work through, uh, Wagner. I had a text message, uh, pop up on my phone. It was saying something about if I wanted to opt out, um, some kind of plan or something you guys have. Let's see. Was this opting... I believe the email they sent you is in regard to their company policy of auto-enrolling new hires into a medical plan. Oh, okay. And it could also be that you have an open enrollment period at the moment on a personal open enrollment period. Oh. And then, um, and that, do, do you just opt out of that, like, at any time? Yes, sir. So if you do not want to be enrolled into it, I can access your account to decline auto enrollment. Okay. Yeah, definitely. Okay, what are the last four of your Social? It's, um, 6335. Could you please verify your mailing address and date of birth? Yeah. Um, it's, uh, 679, uh, Hillcrest Avenue. My birthday is, uh, 11/05/1983. I have that phone number to reach you, 678-434-4070? Yes, ma'am. And I have your email down as rrmastiff@gmail.com. Yes, ma'am. So you're actually a rehired which means just a repeated employee with Search. Yeah. So the auto-employment doesn't apply to you since you're not new to the company. Oh. But their system really doesn't have a way to filter out those calls. Oh, really? Oh. Yes, sir. So you don't have to worry about auto-enrollment. Oh, okay then. Yeah, I just thought I did 'cause it had, uh, text me. So I was like, "Oh, what's up?" But yeah. Yeah, I understand. It even does that when... Let's say if you had called in last week to decline, it still sends a message out just 'cause of that filtering issue that it doesn't have. Oh. Okay then. Okay. Yes, sir. Do you want me to process a declination for you or would you like to leave it as it is at the moment? Um, just leave it as it is. Understood. Anything else we can assist you with today? Nope, that's it. I hope you have a wonderful rest of your day. Thank you for your time today. 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 10-09. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, hello. My name is, uh, Robert Rogers and I work through, uh, Wagner. I had a text message, uh, pop up on my phone. It was saying something about if I wanted to opt out, um, some kind of plan or something you guys have.

Speaker speaker_1: Let's see. Was this opting... I believe the email they sent you is in regard to their company policy of auto-enrolling new hires into a medical plan.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And it could also be that you have an open enrollment period at the moment on a personal open enrollment period.

Speaker speaker_2: Oh. And then, um, and that, do, do you just opt out of that, like, at any time?

Speaker speaker_1: Yes, sir. So if you do not want to be enrolled into it, I can access your account to decline auto enrollment.

Speaker speaker_2: Okay. Yeah, definitely.

Speaker speaker_1: Okay, what are the last four of your Social?

Speaker speaker_2: It's, um, 6335.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah. Um, it's, uh, 679, uh, Hillcrest Avenue. My birthday is, uh, 11/05/1983.

Speaker speaker_1: I have that phone number to reach you, 678-434-4070?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email down as rrmastiff@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you're actually a rehired which means just a repeated employee with Search.

Speaker speaker_2: Yeah.

Speaker speaker_1: So the auto-employment doesn't apply to you since you're not new to the company.

Speaker speaker_2: Oh.

Speaker speaker_1: But their system really doesn't have a way to filter out those calls.

Speaker speaker_2: Oh, really? Oh.

Speaker speaker_1: Yes, sir. So you don't have to worry about auto-enrollment.

Speaker speaker_2: Oh, okay then. Yeah, I just thought I did 'cause it had, uh, text me. So I was like, "Oh, what's up?" But yeah.

Speaker speaker_1: Yeah, I understand. It even does that when... Let's say if you had called in last week to decline, it still sends a message out just 'cause of that filtering issue that it

doesn't have.

Speaker speaker_2: Oh. Okay then. Okay.

Speaker speaker_1: Yes, sir. Do you want me to process a declination for you or would you like to leave it as it is at the moment?

Speaker speaker_2: Um, just leave it as it is.

Speaker speaker_1: Understood. Anything else we can assist you with today?

Speaker speaker_2: Nope, that's it.

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

Speaker speaker_2: You too. Bye-bye.