

Transcript: Francesca

Baez-6532626399150080-4509622782443520

Full Transcript

Thank you for calling BetterLife. My name is Francesca. How can I assist you today? Hey, I'm calling to see if, um, I'm signed up for y'all mental insurance, which I'm trying not to be. Okay. What's the company do you work with? Syr Staffing. What are the last four of your Social? 70002. And the last name? Windham. When I locate your account, I do have to say we don't own the insurance, we only administrate it. So it would be insurance through SEARCH that I will be canceling for you. Can you verify your mailing address? How much is y'all- Go ahead. Can you tell me h- how much was y'all taking out my check every week for that? I'll have to make sure that I have the right account and check it. Can you verify your mailing address and date of birth, please? 154 ... Drive, Covington, Georgia 30016. My date of birth is 10/1/'86. I have your best phone number down as 678-594-1591. Yes, ma'am. Hmm. And I have your email down as your first and last name, 1086@... com. Yes, ma'am. Sir, you're not enrolled into coverage because on January 9th at 3:12 PM you went online and declined it. So you don't have any benefits with SEARCH. So, I'm just trying to figure out, uh, it's taking out \$9 of medical and it's also taking out something about EFICA, that sound... I would recommend googling those. You might be confusing them with taxes, because there is a Medicaid tax that we all pay for depending on your state. It could be a different wording of your state tax. As far as how much you would have been charged under the medical plan that auto enrollment takes effect into, it will be \$15 and change. But you were never enrolled into it, because you declined it prior to the system processing that enrollment. Okay. All right, I appreciate it. Of course. Was there anything else we can assist you with today? No, ma'am. Hope you have a wonderful rest of your day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling BetterLife. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, I'm calling to see if, um, I'm signed up for y'all mental insurance, which I'm trying not to be.

Speaker speaker_0: Okay. What's the company do you work with?

Speaker speaker_1: Syr Staffing.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 70002.

Speaker speaker_0: And the last name?

Speaker speaker_1: Windham.

Speaker speaker_0: When I locate your account, I do have to say we don't own the insurance, we only administrate it. So it would be insurance through SEARCH that I will be canceling for you. Can you verify your mailing address?

Speaker speaker_1: How much is y'all-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Can you tell me h- how much was y'all taking out my check every week for that?

Speaker speaker_0: I'll have to make sure that I have the right account and check it. Can you verify your mailing address and date of birth, please?

Speaker speaker_1: 154 ... Drive, Covington, Georgia 30016. My date of birth is 10/1/'86.

Speaker speaker_0: I have your best phone number down as 678-594-1591.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Hmm. And I have your email down as your first and last name, 1086@... com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Sir, you're not enrolled into coverage because on January 9th at 3:12 PM you went online and declined it. So you don't have any benefits with SEARCH.

Speaker speaker_1: So, I'm just trying to figure out, uh, it's taking out \$9 of medical and it's also taking out something about EFICA, that sound...

Speaker speaker_0: I would recommend googling those. You might be confusing them with taxes, because there is a Medicaid tax that we all pay for depending on your state. It could be a different wording of your state tax. As far as how much you would have been charged under the medical plan that auto enrollment takes effect into, it will be \$15 and change. But you were never enrolled into it, because you declined it prior to the system processing that enrollment.

Speaker speaker_1: Okay. All right, I appreciate it.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: You too.