

## **Transcript: Franchesca**

**Baez-6615293768155136-6083916723306496**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Frances. How can I assist you today? Uh, yes. My name is Antonio Beerman and I was calling to opt out of the benefits. Okay. What staffing company do you work with? Uh, it would be Integrity Staffing or Integrity Trade Solutions or Services, I'm sorry. That's okay. Yeah. And what are the last four of your Social? Four-two-two-one. Did you just recently submit your application to start working with them? Yes, I just started. Uh, I went in for my, uh, interview today and, uh, they already gave me an assignment. I just need to go in for orientation. Okay, so we have not received your file yet. If you'd like, we can make one but I will need your full Social for it. In the event that you do not feel comfortable providing it on a recorded line, then you will just have to call in throughout the days to see when we receive it. Uh, I mean, I can go ahead and give it to you. Um... All right. It's 401-11-4221. And what is your mailing address? 1718 Elmwood, E-L-M-W-O-O-D Drive, Parksville, Indiana 47129. And your date of birth? 07/28/077. Is it okay to put the phone number you're calling me in, 502-296-2192 as a good number for the account? Yes, it's okay. All right, and then the last question will be do you want to put an email address on this account or have no email address for the moment? Uh, Deron, D-E-R-O-N, 11-22-10@gmail.com. All right, and then lastly could you spell out your last name to make sure that I have it right. I put down B as in boy, E-A-M-A-N, is that correct? Oh, no. That's way off. Oh. Uh, yeah, it, it is spelled how it, how it sounds. Uh, B as in bravo, E-N, D as in David, E-R, M-A-N. Okay. Um, all right then let me verify that everything got saved properly before we opt out. All right. There we go. So then the last thing will be your verbal disclosure that today you would like to opt out of auto enrollment with Integrity Trade Services and decline their coverage for the time being, correct? Correct. You are all set, sir. Um, I do have to let you know once you do start working with them and get your first paycheck, their system is gonna put you on a contact list for courtesy reminders to call in. There can either be text messages or automated calls or even emails saying that you're going to be auto enrolled. You can simply ignore them. We already process it on our end, so you're not gonna be enrolled. The only way you'll have coverage with them is if you specifically call in to request it or fill a form asking for it. But the system doesn't have a way to filter out who already opted out, so it still sends it to you. All right. All right. Was there anything else aside from opting you out that we can assist you with today? That would be it. All right. Well, thank you so much for allowing me to assist you today. I hope you have a wonderful rest of your day today. All right. You too and have a wonderful weekend. Thank you, you too. All right, thanks. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Frances. How can I assist you today?

Speaker speaker\_1: Uh, yes. My name is Antonio Beerman and I was calling to opt out of the benefits.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, it would be Integrity Staffing or Integrity Trade Solutions or Services, I'm sorry.

Speaker speaker\_0: That's okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: Four-two-two-one.

Speaker speaker\_0: Did you just recently submit your application to start working with them?

Speaker speaker\_1: Yes, I just started. Uh, I went in for my, uh, interview today and, uh, they already gave me an assignment. I just need to go in for orientation.

Speaker speaker\_0: Okay, so we have not received your file yet. If you'd like, we can make one but I will need your full Social for it. In the event that you do not feel comfortable providing it on a recorded line, then you will just have to call in throughout the days to see when we receive it.

Speaker speaker\_1: Uh, I mean, I can go ahead and give it to you. Um...

Speaker speaker\_0: All right.

Speaker speaker\_1: It's 401-11-4221.

Speaker speaker\_0: And what is your mailing address?

Speaker speaker\_1: 1718 Elmwood, E-L-M-W-O-O-D Drive, Parksville, Indiana 47129.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/28/077.

Speaker speaker\_0: Is it okay to put the phone number you're calling me in, 502-296-2192 as a good number for the account?

Speaker speaker\_1: Yes, it's okay.

Speaker speaker\_0: All right, and then the last question will be do you want to put an email address on this account or have no email address for the moment?

Speaker speaker\_1: Uh, Deron, D-E-R-O-N, 11-22-10@gmail.com.

Speaker speaker\_0: All right, and then lastly could you spell out your last name to make sure that I have it right. I put down B as in boy, E-A-M-A-N, is that correct?

Speaker speaker\_1: Oh, no. That's way off.

Speaker speaker\_0: Oh.

Speaker speaker\_1: Uh, yeah, it, it is spelled how it, how it sounds. Uh, B as in bravo, E-N, D as in David, E-R, M-A-N.

Speaker speaker\_0: Okay. Um, all right then let me verify that everything got saved properly before we opt out.

Speaker speaker\_1: All right.

Speaker speaker\_0: There we go. So then the last thing will be your verbal disclosure that today you would like to opt out of auto enrollment with Integrity Trade Services and decline their coverage for the time being, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: You are all set, sir. Um, I do have to let you know once you do start working with them and get your first paycheck, their system is gonna put you on a contact list for courtesy reminders to call in. There can either be text messages or automated calls or even emails saying that you're going to be auto enrolled. You can simply ignore them. We already process it on our end, so you're not gonna be enrolled. The only way you'll have coverage with them is if you specifically call in to request it or fill a form asking for it. But the system doesn't have a way to filter out who already opted out, so it still sends it to you.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Was there anything else aside from opting you out that we can assist you with today?

Speaker speaker\_1: That would be it.

Speaker speaker\_0: All right. Well, thank you so much for allowing me to assist you today. I hope you have a wonderful rest of your day today.

Speaker speaker\_1: All right. You too and have a wonderful weekend.

Speaker speaker\_0: Thank you, you too.

Speaker speaker\_1: All right, thanks.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Bye-bye.