

## **Transcript: Justin**

**Mills-4532609785217024-6338030091059200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Good morning. Um, I was advised that I needed to call in and opt out if I did not want the, um, benefits. Is that correct? Um, correct. What's the staffing agency you work for? Um, Clinical Resource. Clinical Resource. Okay. Let's see here. And the last four of your social? Oh, I'm sorry. Clinical Staffing Resources. Um, 1115. It says my paperwork- And did you reach when you start? Yes. I was gonna say my paperwork may not be, um, I guess, submitted on her h- on her behalf. I wasn't sure how soon I needed to call and, um, I guess opt out. So if it's- Okay. ... you haven't received it yet, then that's fine. I can call back next week. And can I- I just didn't know when I needed to. I mean, I can create a file in our system to opt you out of the benefits, if need be. Okay. Um, yeah. Okay. She just was very... She was just clear that we had to call and opt out. Yeah. Okay. Uh, but in order- If we didn't want... Go ahead. But in order for me to create the file in our system to opt you out of the benefits, I need your full social. Uh-huh. Oh, it's 279-84-1115. And I'm not, you know, real sure. Um, I read the, the form. Is, is it only \$17.67 or something a, a week? Uh, the automatic enrollment, the MEC TeleRx? Yes, ma'am. It covers preventative healthcare services only. Okay. Um, yeah. I'll go, I'll just go ahead and opt, I'll opt out. Okay. And what was your first name, last name? Stephanie Lopez Diaz. Diaz. Okay. And your home address, including city, state and zip code. 3900 West Rogers Avenue, Tampa, Florida, 33611. And your date of birth? 10/05/83. And a good telephone number have is 813-462-6474. Yes. That's correct. And do you have a good email? It's Stephanie, S-T-E-F as in Frank, A-N-I-E, A-L-E, V as in Victor, A-N, @gmail. Gmail. Okay. So, I'll go ahead and opt you out, but is there anything else I can help you out with today, Stephanie? Um, no. That's all. Thank you. You're welcome. You have a great weekend, okay? You too. Thank you. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. Good morning. Um, I was advised that I needed to call in and opt out if I did not want the, um, benefits. Is that correct?

Speaker speaker\_1: Um, correct. What's the staffing agency you work for?

Speaker speaker\_2: Um, Clinical Resource.

Speaker speaker\_1: Clinical Resource. Okay. Let's see here. And the last four of your social?

Speaker speaker\_2: Oh, I'm sorry. Clinical Staffing Resources. Um, 1115. It says my paperwork-

Speaker speaker\_1: And did you reach when you start?

Speaker speaker\_2: Yes. I was gonna say my paperwork may not be, um, I guess, submitted on her h- on her behalf. I wasn't sure how soon I needed to call and, um, I guess opt out. So if it's-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... you haven't received it yet, then that's fine. I can call back next week.

Speaker speaker\_1: And can I-

Speaker speaker\_2: I just didn't know when I needed to.

Speaker speaker\_1: I mean, I can create a file in our system to opt you out of the benefits, if need be.

Speaker speaker\_2: Okay. Um, yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: She just was very... She was just clear that we had to call and opt out.

Speaker speaker\_1: Yeah. Okay. Uh, but in order-

Speaker speaker\_2: If we didn't want... Go ahead.

Speaker speaker\_1: But in order for me to create the file in our system to opt you out of the benefits, I need your full social.

Speaker speaker\_2: Uh-huh. Oh, it's 279-84-1115. And I'm not, you know, real sure. Um, I read the, the form. Is, is it only \$17.67 or something a, a week?

Speaker speaker\_1: Uh, the automatic enrollment, the MEC TeleRx? Yes, ma'am. It covers preventative healthcare services only.

Speaker speaker\_2: Okay. Um, yeah. I'll go, I'll just go ahead and opt, I'll opt out.

Speaker speaker\_1: Okay. And what was your first name, last name?

Speaker speaker\_2: Stephanie Lopez Diaz.

Speaker speaker\_1: Diaz. Okay. And your home address, including city, state and zip code.

Speaker speaker\_2: 3900 West Rogers Avenue, Tampa, Florida, 33611.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 10/05/83.

Speaker speaker\_1: And a good telephone number have is 813-462-6474.

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: It's Stephanie, S-T-E-F as in Frank, A-N-I-E, A-L-E, V as in Victor, A-N, @gmail.

Speaker speaker\_1: Gmail. Okay. So, I'll go ahead and opt you out, but is there anything else I can help you out with today, Stephanie?

Speaker speaker\_2: Um, no. That's all. Thank you.

Speaker speaker\_1: You're welcome. You have a great weekend, okay?

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.