

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name's Jacob Hoffman. Uh, I'm a, uh, contracted employee with Crown. I had indicated that I did not want to be enrolled, uh, through BIC Insurance, uh, and I just got a text telling me that I was gonna be. So I just wanted to confirm that I, uh, you know, I, I, I didn't want... I wanted to opt out of it. Yeah, let me check on that for you. So Crown Services, what's the last four of your Social? Uh, 7723. And what was your last name, Jacob? Hoffman. H-O-F-F-M-A-N-N. So two Fs, two Ns. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Uh, Cincinnati, Ohio. 45225, uh, 3301 Colerain Avenue. And your date of birth? Uh, January 7th, 1999. And a good telephone number I have is 502-593-3988. Yes, sir. And the email I have is jacobahoffman at Gmail. Yeah. Okay. So looking at the file, it looks like you've already been opted out of the automatic enrollment. However, the text message that you keep receiving is just courtesy reminders from Crown Services sent to all of the employees. Um, but you can go ahead and disregard any future text messages since you've already been opted out. Yeah. Awesome. Thank you. I just wanted to confirm that. I appreciate it. You're welcome. You have a great day, okay? Hey, thank you. I appreciate it. Bye. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. My name's Jacob Hoffman. Uh, I'm a, uh, contracted employee with Crown. I had indicated that I did not want to be enrolled, uh, through BIC Insurance, uh, and I just got a text telling me that I was gonna be. So I just wanted to confirm that I, uh, you know, I, I, I didn't want... I wanted to opt out of it.

Speaker speaker_0: Yeah, let me check on that for you. So Crown Services, what's the last four of your Social?

Speaker speaker_1: Uh, 7723.

Speaker speaker_0: And what was your last name, Jacob?

Speaker speaker_1: Hoffman. H-O-F-F-M-A-N-N. So two Fs, two Ns.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh, Cincinnati, Ohio. 45225, uh, 3301 Colerain Avenue.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, January 7th, 1999.

Speaker speaker_0: And a good telephone number I have is 502-593-3988.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is jacobahoffman at Gmail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So looking at the file, it looks like you've already been opted out of the automatic enrollment. However, the text message that you keep receiving is just courtesy reminders from Crown Services sent to all of the employees. Um, but you can go ahead and disregard any future text messages since you've already been opted out.

Speaker speaker_1: Yeah. Awesome. Thank you. I just wanted to confirm that. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Hey, thank you. I appreciate it. Bye.

Speaker speaker_0: You're welcome. Bye-bye.