

## **Transcript: Justin**

**Mills-5049046003269632-4843757505265664**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, um, Justin. I received an email about enrolling in benefits, and I don't... Do I have to waive them? I don't want to be automatically enrolled, 'cause I don't need them. Yeah. I mean, I can opt you out of them. What's the staffing agency you work for? Oxford. And the last four of your Social? 1006. And what was your first and last name? Sherice Harris. And for security purposes, can you verify your home address, including city, state and zip code? 1590 Martin Lane, Gilmer, Texas 75644. And your date of birth? 11/23/78. And a good telephone number have is 561-714-2458. That's correct. And the email have is cmc1509@aol.com? That's correct. Okay. So, I'll go ahead and opt you out. Is there anything else I can assist you with today? Um, that'll opt me out of all the medical, dental and all of that? Correct. Okay. Uh, I have a question about the 401K. Uh, so we don't- Does the company match... Oh, you don't do that. Okay. Yeah. We don't offer 401K at Benefits in a Card. I would honestly reach out to, uh, Oxford Global, specifically HR, to see if they offer 401K. Okay. All right. I appreciate it. Thank you. You're welcome. You have a great day, okay? Y- you too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, um, Justin. I received an email about enrolling in benefits, and I don't... Do I have to waive them? I don't want to be automatically enrolled, 'cause I don't need them.

Speaker speaker\_0: Yeah. I mean, I can opt you out of them. What's the staffing agency you work for?

Speaker speaker\_1: Oxford.

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

Speaker speaker\_1: 1006.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Sherice Harris.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: 1590 Martin Lane, Gilmer, Texas 75644.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/23/78.

Speaker speaker\_0: And a good telephone number have is 561-714-2458.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email have is cmc1509@aol.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. So, I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker\_1: Um, that'll opt me out of all the medical, dental and all of that?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Uh, I have a question about the 401K.

Speaker speaker\_0: Uh, so we don't-

Speaker speaker\_1: Does the company match... Oh, you don't do that. Okay.

Speaker speaker\_0: Yeah. We don't offer 401K at Benefits in a Card. I would honestly reach out to, uh, Oxford Global, specifically HR, to see if they offer 401K.

Speaker speaker\_1: Okay. All right. I appreciate it. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Y- you too. Bye-bye.

Speaker speaker\_0: Bye-bye.