

Transcript: Justin

Mills-5796713997058048-5939372677971968

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? How you doing, ma'am? My name's Miguel Jones. I, I received a text, um, saying that y'all was, uh, saying that, uh, the MEC, uh, plan was scheduled to, uh, be deducted after my first paycheck. And so I texted away it and let them know that I didn't sign up for any of their benefits. I have my own medical coverage, and they told me to call this number. Okay. So, us at Benefits and A Card, we're the benefit administrators for Wagner Services. However, I do know that Wagner Services does automatically enroll their new hires into that medical plan usually 30 days after their first paycheck. However, let me try pulling your file for you to opt you out of it. What's the last four of your Social? 5314. And for security purposes, can you verify your home address, including city, state and zip code, Miguel? 180 Junee Court, Forsyth, Georgia. Zip code? Oh, let me look at my phone. I ain't sure. I just moved up here. Uh, hold on one second. Uh, let me put another 911 and try another way. I can't get it to pull up. I don't know. I think it may be 31091 or something like that. No worries. Confirm your date of birth. 07/10/'81. And a good telephone number you have is 478-765-2677? Yes. And the email you have is ajonesmiguel81@yahoo? Uh-huh. Okay. So, I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, no. I'm just making sure that that's it. So, it won't affect my paycheck coming up, will it? Correct. 'Cause I already opted you out before they opted in. Okay, all right. All right, thanks. You're welcome. You have a great day, okay? Okay. All right, 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: How you doing, ma'am? My name's Miguel Jones. I, I received a text, um, saying that y'all was, uh, saying that, uh, the MEC, uh, plan was scheduled to, uh, be deducted after my first paycheck. And so I texted away it and let them know that I didn't sign up for any of their benefits. I have my own medical coverage, and they told me to call this number.

Speaker speaker_1: Okay. So, us at Benefits and A Card, we're the benefit administrators for Wagner Services. However, I do know that Wagner Services does automatically enroll their new hires into that medical plan usually 30 days after their first paycheck. However, let me try

pulling your file for you to opt you out of it. What's the last four of your Social?

Speaker speaker_2: 5314.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Miguel?

Speaker speaker_2: 180 Junee Court, Forsyth, Georgia.

Speaker speaker_1: Zip code?

Speaker speaker_2: Oh, let me look at my phone. I ain't sure. I just moved up here. Uh, hold on one second. Uh, let me put another 911 and try another way. I can't get it to pull up. I don't know. I think it may be 31091 or something like that.

Speaker speaker_1: No worries. Confirm your date of birth.

Speaker speaker_2: 07/10/81.

Speaker speaker_1: And a good telephone number you have is 478-765-2677? Yes. And the email you have is ajonesmiguel81@yahoo?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. So, I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_2: Uh, no. I'm just making sure that that's it. So, it won't affect my paycheck coming up, will it?

Speaker speaker_1: Correct. 'Cause I already opted you out before they opted in.

Speaker speaker_2: Okay, all right. All right, thanks.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, bye-bye.