

## Transcript: Pamela

**Blanc-6215762005770240-4941221870747648**

### Full Transcript

Thank you for calling Benefits in a Card *f*. How may I help you? Yes, my name is Amanda Jordan and I work with Surge Staffing. Um, when we have a- an employee that comes in and does their onboarding, it automatically enrolls them with y'all in Benefits in a Card. I have a lady here- They have- ... who already... Go ahead. Sorry. They have the option to opt out when they're doing the onboarding. Um- Where's that at? Because... Well, hon- honestly, I don't have the, um, I mean, I don't know how the onboarding works on your end, but- Okay. ... as far as I know, they should be where they could decline it, if anything. And what is her last four digits of her social security? Um, well, she hasn't signed the, the thing yet in her onboarding because it, she's reading this thing and it's saying that if she says yes to enrollment, it's going to mess up her other insurance. She says it even states it in that, "It will affect your other insurance." So she's afraid to even sign her name, so. So tell her to give us a call. Okay. And we could create a file and decline the auto enrollment. Got you. Okay. And it, it won't mess up anything else? No. All right. Thank you. She don't have to worry about it. All right. No problem. Have a good one. We usually get them at 8:00 Eastern time. Oh, okay. I'll let her know that too. Thank you. All right. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card *f*. How may I help you?

Speaker speaker\_1: Yes, my name is Amanda Jordan and I work with Surge Staffing. Um, when we have a- an employee that comes in and does their onboarding, it automatically enrolls them with y'all in Benefits in a Card. I have a lady here-

Speaker speaker\_0: They have-

Speaker speaker\_1: ... who already... Go ahead.

Speaker speaker\_0: Sorry. They have the option to opt out when they're doing the onboarding. Um-

Speaker speaker\_1: Where's that at? Because...

Speaker speaker\_0: Well, hon- honestly, I don't have the, um, I mean, I don't know how the onboarding works on your end, but-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... as far as I know, they should be where they could decline it, if anything. And what is her last four digits of her social security?

Speaker speaker\_1: Um, well, she hasn't signed the, the thing yet in her onboarding because it, she's reading this thing and it's saying that if she says yes to enrollment, it's going to mess up her other insurance. She says it even states it in that, "It will affect your other insurance." So she's afraid to even sign her name, so.

Speaker speaker\_0: So tell her to give us a call.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And we could create a file and decline the auto enrollment.

Speaker speaker\_1: Got you. Okay. And it, it won't mess up anything else?

Speaker speaker\_0: No.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: She don't have to worry about it. All right. No problem.

Speaker speaker\_1: Have a good one.

Speaker speaker\_0: We usually get them at 8:00 Eastern time.

Speaker speaker\_1: Oh, okay. I'll let her know that too. Thank you.

Speaker speaker\_0: All right. Thank you. Bye-bye.