

Transcript: Sara

Marulanda-6420006314131456-5258997599780864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? I'm sorry, can you repeat that? Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name? Keon Marshall. Hello, Ms. Marshall. How may I help you? Hi. I was, um, told to call here if I wanted to opt out of insurance. Sure, I can help with that. May I have the name of the temporary agency that you are working with and the last four of your Social? Um, Surge Staffing. Um, the last four of my Social Se- um give me a second. Sure. Sure. Six-zero-five-six. Hold on, please. Six-zero-five-six? Yes, ma'am. Can you repeat your name and last name for me? Keon Marshall. When did you start working with the company? Uh, I started last night. Okay. Uh, they have not sent us your profile yet, because I mean, you're such a, uh, new hire. So in that case, there's two options. We can go ahead create a profile and then, uh, decline you from that profile, the new profile or you will need to give us a call every week, at least twice a week until they send us a profile in order to decline you before they are involved in... So I'm clear I won't have to worry about calling no more? Um, so once I call every, twice every week? You good right now? Oh, so if I create the profile right now and... We just declined you. That's it. You don't have to worry about it. Okay. Yeah. Oh, yeah. We could create the, uh... The profile? Okay. Yeah. You gotta get a profile now. We gotta create a profile? Yeah, if you... If not, you gotta call twice every week. What is creating a profile? 'Cause they didn't send the file over yet. So you have to call to see if they got the file so they can decline it for you. Do you want- I guess. You want to... I want to decline so I ain't gotta worry about it. I wanna, I wanna, um... We can create, create your profile now. Okay. Um, okay. So just stop. May I have the complete Social Security number? 3-0-2-0-4... 3-0-2-0-4... What is it? 6-0-5-6. 3-0-2-0-4-6-0-5-6. Yes. First name? Keon. Can you spell that for me? K-E-O-N. Any middle initial? Which one are you using, initial? M. M? For Marshall? Your middle name? And your last name? Marshall. Can you spell that for me, please? M-A-R-S-H-A-L-L. Are you Keon? He's right here. He's right here. Okay. I need to talk with him. Uh, he's the one who has to decline. I'm right here. Hi, sir. Um, can you please repeat your Social Security for me? 3-0-2-0-4-6-0-5-6. Thank you. And may I have your address, complete address? 1148 Homestead Avenue. Okay. 1148 Homestead. H-O-M-E-F-I-D-E. Uh, home. And any apartment number? It's a house. Okay. And the city name? Cincinnati. And the state and zip code? Ohio 45224. Date of birth? August 15th, 2000. 15? 16. 1-6? Yep. And your phone number? Oh, you know my number. It's 513-808-6837. 513-808-63-6837. I'm sorry. Oh, he went up now. 6837. I'm over here calling. And your email address? I'm sorry? Your email address. Um, keonm116@gmail.com. Just a minute, please. Okay. I already helped you out and I did decline your auto enrollment. Other than that is there anything else that I can help you with? No. That'll be all. All righty then. So thank you for calling Benefits in a

Cart. Have a wonderful day. All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? I'm sorry, can you repeat that? Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name? Keon Marshall. Hello, Ms. Marshall. How may I help you? Hi. I was, um, told to call here if I wanted to opt out of insurance. Sure, I can help with that. May I have the name of the temporary agency that you are working with and the last four of your Social? Um, Surge Staffing. Um, the last four of my Social Se- um give me a second. Sure. Sure. Six-zero-five-six. Hold on, please. Six-zero-five-six? Yes, ma'am. Can you repeat your name and last name for me? Keon Marshall. When did you start working with the company? Uh, I started last night. Okay. Uh, they have not sent us your profile yet, because I mean, you're such a, uh, new hire. So in that case, there's two options. We can go ahead create a profile and then, uh, decline you from that profile, the new profile or you will need to give us a call every week, at least twice a week until they send us a profile in order to decline you before they are involved in... So I'm clear I won't have to worry about calling no more? Um, so once I call every, twice every week? You good right now? Oh, so if I create the profile right now and... We just declined you. That's it. You don't have to worry about it. Okay. Yeah. Oh, yeah. We could create the, uh... The profile? Okay. Yeah. You gotta get a profile now . We gotta create a profile? Yeah, if you... If not, you gotta call twice every week. What is creating a profile? 'Cause they didn't send the file over yet. So you have to call to see if they got the file so they can decline it for you. Do you want- I guess. You want to... I want to decline so I ain't gotta worry about it. I wanna, I wanna, um... We can create, create your profile now. Okay. Um, okay. So just stop. May I have the complete Social Security number? 3-0-2-0-4... 3-0-2-0-4... What is it? 6-0-5-6. 3-0-2-0-4-6-0-5-6. Yes. First name? Keon. Can you spell that for me? K-E-O-N. Any middle initial? Which one are you using, initial? M. M? For Marshall? Your middle name? And your last name? Marshall. Can you spell that for me, please? M-A-R-S-H-A-L-L. Are you Keon? He's right here. He's right here. Okay. I need to talk with him. Uh, he's the one who has to decline. I'm right here. Hi, sir. Um, can you please repeat your Social Security for me? 3-0-2-0-4-6-0-5-6. Thank you. And may I have your address, complete address? 1148 Homestead Avenue. Okay. 1148 Homestead. H-O-M-E-F-I-D-E. Uh, home. And any apartment number? It's a house. Okay. And the city name? Cincinnati. And the state and zip code? Ohio 45224. Date of birth? August 15th, 2000. 15? 16. 1-6? Yep. And your phone number? Oh, you know my number. It's 513-808-6837. 513-808-63-6837. I'm sorry. Oh, he went up now. 6837. I'm over here calling. And your email address? I'm sorry? Your email address. Um, keonm116@gmail.com. Just a minute, please. Okay. I already helped you out and I did decline your auto enrollment. Other than that is there anything else that I can help you with? No. That'll be all. All righty then. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You too. Thank you. Bye-bye.