

Transcript: Sara

Marulanda-6441210196705280-5683839421825024

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Robert L. Stout. Hello, Mr. Stout. How may I help you? I am a new employee through American Staff Corp, and we s- they started taking care of us this week, and I need to opt out of the health insurance. Sure, sir. I can help you with that. May I have the last four digits of your Social Security number, please? 1025. 1-0-2-5, American Staff Corp. Hold on, please. Now, I did not work this last week. I will not get a paycheck until, uh, Thursday the... It's what, the 18th or something like that. You just start with them, is that correct? Yes. And you say the last four is 1025? The last four, yes. But they told me I would have to give you my entire Social Security number. Is that not correct? Yeah. Okay. Okay, this is how that works. I was looking in the system first if, uh, to see if they already sent us a profile. They have not, so I'm gonna have to create a profile for you in order to, um, decline you from there, okay? Sure. So yes, I'm gonna need your complete Social Security number, please. Okay. 44058. Okay. I'm sorry, I only listen three of them. 440- 58- 1-0-2-5. I'm gonna start over, okay? Yes. 440- 4- 58- ... 1025. That is correct. Okay. Rob, um, what is the middle name? Robert L. Lomax. L-O-M-A-X. L. And the last name- Stout. ... you say Stout. Like teapot, short and stout, which I am. S-T-O-U-T, right? Correct. Yes, correct. And you are business- Okay. So- ... with Stout? Tell me. Uh, sure. 205 West 17th Street, Apartment A, Tulsa, Oklahoma, 74119. And your date of birth? 6-27-54, 1954. Okay. So 6-27-1954. And your phone number? 918-695-0386. And your email address. RStout620@... .com I'm sorry, RStout620 what else? @gmail. Okay. Dot com. I'm sorry. It was breaking up. Okay. And you want to decline, is that correct? Yes, decline health insurance. Okay, sir. Sure, let me do this for you. Now, after I receive a paycheck, should I call you back and verify that I'm d- we're done? No, sir. You don't have to. I already declined you. I opt you out. So you're not gonna see any deductions from our end for healthcare coverage. Okay. I mean, because- All right. ... my understanding is if I do not opt out after that, that first payment, I am stuck until open enrollment. Yes, you have 30 days from your first paycheck in order to enroll, if you want to enroll. But to opt out, you just need to give us a call and once we opt you out from the profile, you're not gonna be enrolled. And, and this is that call? Yes, sir. This is the call. This is that call? I do not need to call again? No, sir. You don't have to call again. You may receive another text messages, but they're just, um, informing you about the open enrollment, because your open enrollment is 30 days from your first paycheck. But you have declined already, and you only decline one time. Okay. I just don't want to get stuck for a year of pa- paying, because I'm barely gonna make that much. I'm, I'm a part-time employee. Yes, sir. Don't worry. You're not gonna be unenrolled. That's why we, um, proceed with the declination. Thank you. All righty, sir. You're more than welcome. Anything else that I can help you with? No, I have no idea who I'm talking to. I'm sorry? I have no idea who I'm talking to. I'm just talking to a number, so. Okay. Oh, we're

Benefits in a Cart, administrators for the healthcare coverage for American Staff Corp. Okay. All righty then. That's good. That's good. How do you want- That was- ... to- That was the intention of who I was trying to call, so I... Thank God you have the correct person on the phone. Okay, sir. Uh, wish you two have a wonderful day, and thank you for calling Benefits in a Cart. Take care. Okay, you as well. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Robert L. Stout. Hello, Mr. Stout. How may I help you? I am a new employee through American Staff Corp, and we s- they started taking care of us this week, and I need to opt out of the health insurance. Sure, sir. I can help you with that. May I have the last four digits of your Social Security number, please? 1025. 1-0-2-5, American Staff Corp. Hold on, please. Now, I did not work this last week. I will not get a paycheck until, uh, Thursday the... It's what, the 18th or something like that. You just start with them, is that correct? Yes. And you say the last four is 1025? The last four, yes. But they told me I would have to give you my entire Social Security number. Is that not correct? Yeah. Okay. Okay, this is how that works. I was looking in the system first if, uh, to see if they already sent us a profile. They have not, so I'm gonna have to create a profile for you in order to, um, decline you from there, okay? Sure. So yes, I'm gonna need your complete Social Security number, please. Okay. 44058. Okay. I'm sorry, I only listen three of them. 440- 58- 1-0-2-5. I'm gonna start over, okay? Yes. 440- 4- 58- ... 1025. That is correct. Okay. Rob, um, what is the middle name? Robert L. Lomax. L-O-M-A-X. L. And the last name- Stout. ... you say Stout. Like teapot, short and stout, which I am. S-T-O-U-T, right? Correct. Yes, correct. And you are business- Okay. So- ... with Stout? Tell me. Uh, sure. 205 West 17th Street, Apartment A, Tulsa, Oklahoma, 74119. And your date of birth? 6-27-54, 1954. Okay. So 6-27-1954. And your phone number? 918-695-0386. And your email address. RStout620@... .com I'm sorry, RStout620 what else? @gmail. Okay. Dot com. I'm sorry. It was breaking up. Okay. And you want to decline, is that correct? Yes, decline health insurance. Okay, sir. Sure, let me do this for you. Now, after I receive a paycheck, should I call you back and verify that I'm d- we're done? No, sir. You don't have to. I already declined you. I opt you out. So you're not gonna see any deductions from our end for healthcare coverage. Okay. I mean, because- All right. ... my understanding is if I do not opt out after that, that first payment, I am stuck until open enrollment. Yes, you have 30 days from your first paycheck in order to enroll, if you want to enroll. But to opt out, you just need to give us a call and once we opt you out from the profile, you're not gonna be enrolled. And, and this is that call? Yes, sir. This is the call. This is that call? I do not need to call again? No, sir. You don't have to call again. You may receive another text messages, but they're just, um, informing you about the open enrollment, because your open enrollment is 30 days from your first paycheck. But you have declined already, and you only decline one time. Okay. I just don't want to get stuck for a year of pa- paying, because I'm barely gonna make that much. I'm, I'm a part-time employee. Yes, sir. Don't worry. You're not gonna be unenrolled. That's why we, um, proceed with the declination. Thank you. All righty, sir. You're more than welcome. Anything else that I can help you with? No, I have no idea who I'm talking to. I'm sorry? I have no idea who I'm talking to. I'm just talking to a number, so. Okay. Oh, we're

Benefits in a Cart, administrators for the healthcare coverage for American Staff Corp. Okay. All righty then. That's good. That's good. How do you want- That was- ... to- That was the intention of who I was trying to call, so I... Thank God you have the correct person on the phone. Okay, sir. Uh, wish you two have a wonderful day, and thank you for calling Benefits in a Cart. Take care. Okay, you as well. Mm-hmm. Bye-bye.