

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Uh, yes, my name is Nia Hall. Uh, is... I got a message from you all saying that I would be automatically enrolled in your, um, insurance plan? Yes, ma'am. What staff and agency do you work for? So we are the healthcare administrators, um, for different staff and agencies around the nation. Okay. We don't actually work there. Some of the agencies do auto-enroll their members into a preventative plan called the NEC TeleRS. Mm-hmm. Um, so if you don't want to participate, you would have to call in this number to opt out from the auto-enrollment before they automatically enroll you and start making deductions. As well as if you do want to enroll, um, they do offer different plans as well, and you would have to enroll within the first 30 days of receiving your first check. Okay. Um, did you want to enroll or did you want to opt out? Opt out. Okay. All right. What staff and agency are you with? Uh, Serge. Okay. And then, what are the last four of your Social? 1619. Thank you. And your first and last name, please? Uh, the first name is Nia, N as in Nick, I-A. Nia Hall. Last name Hall. H-A-... Uh-huh, L-L. And then for security purposes, can you verify the address that I have on file, as well as your date of birth? It's gonna be 32 Summer Luke, zip code 36022, and ... Alabama. Uh, January 29th, 2002. Thank you. Is 205-427-2901 your phone number still? That's correct. And then I have niahall614@gmail.com. Is that up-to-date? So far. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? That's correct. Okay. All right. I went ahead and declined your... Oh, actually, sorry. So actually it looks like they went ahead and enrolled you into the benefit. Um, I can go ahead and cancel that for you. Give me one second. Okay, never mind. So I don't have- But that... When I, uh... When I first applied, they, they asked me about insurance and I told them, "No, I already have some." Okay. So you still called ahead of time, so they haven't enrolled you into any of the plans as of yet. Okay. All right. Okay. So I went ahead and stopped that. Mm-hmm. Yes, ma'am. And then I went ahead and declined the auto-enrollment. All right. Thank you. Mm-hmm. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, my name is Nia Hall. Uh, is... I got a message from you all saying that I would be automatically enrolled in your, um, insurance plan?

Speaker speaker_0: Yes, ma'am. What staff and agency do you work for? So we are the healthcare administrators, um, for different staff and agencies around the nation.

Speaker speaker_1: Okay.

Speaker speaker_0: We don't actually work there. Some of the agencies do auto-enroll their members into a preventative plan called the NEC TeleRS.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so if you don't want to participate, you would have to call in this number to opt out from the auto-enrollment before they automatically enroll you and start making deductions. As well as if you do want to enroll, um, they do offer different plans as well, and you would have to enroll within the first 30 days of receiving your first check.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, did you want to enroll or did you want to opt out?

Speaker speaker_1: Opt out.

Speaker speaker_0: Okay. All right. What staff and agency are you with?

Speaker speaker_1: Uh, Serge.

Speaker speaker_0: Okay. And then, what are the last four of your Social?

Speaker speaker_1: 1619.

Speaker speaker_0: Thank you. And your first and last name, please?

Speaker speaker_1: Uh, the first name is Nia, N as in Nick, I-A.

Speaker speaker_0: Nia Hall.

Speaker speaker_1: Last name Hall. H-A-... Uh-huh, L-L.

Speaker speaker_0: And then for security purposes, can you verify the address that I have on file, as well as your date of birth?

Speaker speaker_1: It's gonna be 32 Summer Luke, zip code 36022, and ... Alabama. Uh, January 29th, 2002.

Speaker speaker_0: Thank you. Is 205-427-2901 your phone number still?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then I have niahall614@gmail.com. Is that up-to-date?

Speaker speaker_1: So far.

Speaker speaker_0: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. All right. I went ahead and declined your... Oh, actually, sorry. So actually it looks like they went ahead and enrolled you into the benefit. Um, I can go ahead and cancel that for you. Give me one second. Okay, never mind. So I don't have-

Speaker speaker_1: But that... When I, uh... When I first applied, they, they asked me about insurance and I told them, "No, I already have some."

Speaker speaker_0: Okay. So you still called ahead of time, so they haven't enrolled you into any of the plans as of yet.

Speaker speaker_1: Okay. All right. Okay.

Speaker speaker_0: So I went ahead and stopped that. Mm-hmm. Yes, ma'am. And then I went ahead and declined the auto-enrollment.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Mm-hmm. You're welcome. Have a nice day.

Speaker speaker_1: You too.