

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, hi. Uh, my name is Aneta Paczkowska and I work for, um, Mega 4 ? - - 0000. Uh-huh. And I received a message about the, uh, enrollment. I know that I decline coverage because I am insured by my husband in the health insurance. Okay. I can check real quick to see if you did. Mm-hmm. Um, because they do- Yes. ... participate in auto-enrolling their new hires into one of the plans. So, if you don't opt out from it, they will automatically enroll you into it. Yes. Um- And I don't want to be automatically enrolled. Oh, okay. That's okay. I can check to see if, if they have enrolled you already. If they haven't, I'll go ahead and opt you out from the auto-enrollment. Um, I just need the last four of your Social. Uh, 9427. And your first and last name? Aneta Paczkowska. Okay. For security purposes, can you verify your address and date of birth? Uh, my date of birth is October 27, 1974 and I live in Hope, Maine 1061 Screech Hour Drive. Okay. And then I have 970-360-9730 is your phone number? Yes, that's correct. Oh, okay. Yeah. So it looks like you declined it back on April the 21st. Oh, nice. So it looks like you did your declination this week on Monday. Yeah, so you successfully declined coverage. If you keep receiving those messages regarding the auto-enroll, I would just ignore them because you- Okay. ... you already declined. They just send that as reminders to their new hires. Oh, okay. Uh, and, you know, I was calling because I asked my friend if she received that, and she said no. So I was thinking maybe- Oh, I'm not sure why but normally those texts, all of the new hires normally get. But you successfully declined this Monday, so you're good. Oh, okay. Mm-hmm. Okay. That's what I want to know. Thank you so much. Thank you. You're welcome. I hope you have a great day. Have a nice weekend. Thank you, ? - -. Bye. Bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Uh, hi. Uh, my name is Aneta Paczkowska and I work for, um, Mega 4 ? - - 0000.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And I received a message about the, uh, enrollment. I know that I decline coverage because I am insured by my husband in the health insurance.

Speaker speaker_0: Okay. I can check real quick to see if you did.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, because they do-

Speaker speaker_1: Yes.

Speaker speaker_0: ... participate in auto-enrolling their new hires into one of the plans. So, if you don't opt out from it, they will automatically enroll you into it.

Speaker speaker_1: Yes.

Speaker speaker_0: Um-

Speaker speaker_1: And I don't want to be automatically enrolled.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: That's okay.

Speaker speaker_0: I can check to see if, if they have enrolled you already. If they haven't, I'll go ahead and opt you out from the auto-enrollment. Um, I just need the last four of your Social.

Speaker speaker_1: Uh, 9427.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Aneta Paczkowska.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, my date of birth is October 27, 1974 and I live in Hope, Maine 1061 Screech Hour Drive.

Speaker speaker_0: Okay. And then I have 970-360-9730 is your phone number?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Oh, okay. Yeah. So it looks like you declined it back on April the 21st.

Speaker speaker_1: Oh, nice.

Speaker speaker_0: So it looks like you did your declination this week on Monday. Yeah, so you successfully declined coverage. If you keep receiving those messages regarding the auto-enroll, I would just ignore them because you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you already declined. They just send that as reminders to their new hires.

Speaker speaker_1: Oh, okay. Uh, and, you know, I was calling because I asked my friend if she received that, and she said no. So I was thinking maybe-

Speaker speaker_0: Oh, I'm not sure why but normally those texts, all of the new hires normally get. But you successfully declined this Monday, so you're good.

Speaker speaker_1: Oh, okay. Mm-hmm. Okay. That's what I want to know. Thank you so much. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Have a nice weekend.

Speaker speaker_0: Thank you, ? - -.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.

Speaker speaker_1: Mm-hmm. Bye.