

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. I called because I just got a text message saying that you guys, they enrolled me in Benefits in a Card or something, and I don't want that. So how do I opt out? Okay, I can do it for you. Um, what staffing agency do you work for? It's Wagner Staffing. And then what are the last four of your Social? It's 5750. Can you tell me what this is though? What is this? Yeah. So we're the healthcare administrators for staffing agencies. We administrate different agencies around the nation, such as- Mm-hmm. ... Wagner being one of them. Um, so some staffing agencies offer healthcare benefits to their employees. Depending on how many plans you select, as well as which ones, if you add dependents, it's only healthcare benefits. So if you do decide to enroll, depending on how many plans you select and which ones they are has a lot to do with how much the weekly deductions are from your paycheck for the selected plans. And it's only healthcare benefits though. Um, but if- Oh, but I already have healthcare, and I told them that when I signed up. Mm-hmm. So you did wanna enroll or no? No, I already have healthcare. So no, I don't wanna enroll. Oh. Okay, you just want to opt out. So I told them that. Yeah, if I should opt out- Yeah. ... di- did they charge me for this? Um, I would have to get in your file to let you know if you've been enrolled already or not, 'cause I know Wagner does auto-enroll their members into a plan. And if you don't call to opt out, they will enroll you into it. Um, but I can check. Okay. What are the last four of that- Okay. ... of that Social again? I'm sorry. It's 5750. Okay. You said 5750? Yes, ma'am. Okay. Johnson? Yes. For security purposes, could you verify your address and your date of birth? Sure. It's June 6th, 1983 and it's 2219 Mission Ridge Drive, Conyers, Georgia 30013. Okay, thank you. And then I have 513-973-9403 as your phone number? Yes. And I have your first name_mjohnson@yahoo.com. Is that up-to-date? Yes. Mm-hmm. Okay. Um, and then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment? Yes, I don't want this. Okay. Okay. Um, so they haven't enrolled you into any plans yet, so I went ahead and opted you out from the auto enrollment, so you won't be enrolled into anything. Okay, thank you so much for your help. You're welcome. Mm-hmm. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello. I called because I just got a text message saying that you guys, they enrolled me in Benefits in a Card or something, and I don't want that. So how do I opt out?

Speaker speaker_1: Okay, I can do it for you. Um, what staffing agency do you work for?

Speaker speaker_2: It's Wagner Staffing.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: It's 5750. Can you tell me what this is though? What is this?

Speaker speaker_1: Yeah. So we're the healthcare administrators for staffing agencies. We administrate different agencies around the nation, such as-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Wagner being one of them. Um, so some staffing agencies offer healthcare benefits to their employees. Depending on how many plans you select, as well as which ones, if you add dependents, it's only healthcare benefits. So if you do decide to enroll, depending on how many plans you select and which ones they are has a lot to do with how much the weekly deductions are from your paycheck for the selected plans. And it's only healthcare benefits though. Um, but if-

Speaker speaker_2: Oh, but I already have healthcare, and I told them that when I signed up.

Speaker speaker_1: Mm-hmm. So you did wanna enroll or no?

Speaker speaker_2: No, I already have healthcare. So no, I don't wanna enroll.

Speaker speaker_1: Oh. Okay, you just want to opt out.

Speaker speaker_2: So I told them that. Yeah, if I should opt out-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... di- did they charge me for this?

Speaker speaker_1: Um, I would have to get in your file to let you know if you've been enrolled already or not, 'cause I know Wagner does auto-enroll their members into a plan. And if you don't call to opt out, they will enroll you into it. Um, but I can check.

Speaker speaker_2: Okay.

Speaker speaker_1: What are the last four of that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of that Social again? I'm sorry.

Speaker speaker_2: It's 5750.

Speaker speaker_1: Okay. You said 5750?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Johnson?

Speaker speaker_2: Yes.

Speaker speaker_1: For security purposes, could you verify your address and your date of birth?

Speaker speaker_2: Sure. It's June 6th, 1983 and it's 2219 Mission Ridge Drive, Conyers, Georgia 30013.

Speaker speaker_1: Okay, thank you. And then I have 513-973-9403 as your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your first name_mjohnson@yahoo.com. Is that up-to-date?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Okay. Um, and then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker_2: Yes, I don't want this.

Speaker speaker_1: Okay. Okay. Um, so they haven't enrolled you into any plans yet, so I went ahead and opted you out from the auto enrollment, so you won't be enrolled into anything.

Speaker speaker_2: Okay, thank you so much for your help.

Speaker speaker_1: You're welcome. Mm-hmm. Have a nice day.

Speaker speaker_2: You too. Bye-bye.