

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. I- my name's Tristan Osbin and I work at Zebco and I was wondering if I could be taken off of the insurance. Okay. What was the name of the staffing agency? American Staff Corp. Okay. Give me one second. And then what are the last four of your Social? Uh... Hold on. 4... Hold on, I got it in my wallet. Let me give it real quick. Uh, 2483. You said 2483? Yes. American Staff Corp? Yeah. Okay. Alexis? What? Is it Alexis S. Holder? What's your name? Tristan Osbin. Oh, okay. And that was 4283, the last four? Uh... Yeah, 24- So under... 2483, okay. Yes, ma'am. I'm sorry. I put a four. 2483. Go ahead. 2024- Okay, so let me make sure you're not in... 'Cause I don't think you're in the system. How long have you been with them? Uh, I... Uh, a week. Okay. That makes sense. Yeah. So you're still not in their system. I just wanna- So- ... confirm with you that you said 2483, correct? Yes. 2483. Yeah. So, you're still not in our files for that agency. Um, they still haven't sent over your information. Let me see if they have any type of auto-enrollment. Um, were you trying to, like, opt out from the... Give me one second. Um- Let me see if you participate in- I... I- Oh, yeah. So they do automatically enroll their new hires into, um, the preventative plan, but you're still not in our system. Um, if you wanted to opt out, I would have to create a file for you. For that, though, I do need your full Social. Um, if you don't feel comfortable giving me that over the phone, you would have to be calling throughout the week if, to see if we've received that information, 'cause I still don't have you in the system. Does that mean, does that mean I'm just forced to take the insurance, then? Would that still- No. That means- Okay. That means that they still haven't sent us your file over to opt you out. That's why I'm saying if you want me to go ahead and opt you out from the insurance, I can do that. You just need to provide me your full Social, full address, full date of birth. If you don't feel comfortable doing that over the phone, you would have to be calling throughout the week to see if we've received your file already so that we can opt you out. But it's your choice. I- Either I can create a file already for you, I do need your full information though. You don't feel comfortable doing that over the phone, you're welcome to be calling throughout the week to see if we've received that information already. But since you're- Okay. ... calling me still, yeah, we still don't have you in the system. So, either I can create a file and opt you out from the auto-enrollment or if you don't feel comfortable giving me, like, your full Social, full address and all that, you can just keep calling throughout the week to see if we get it already. I will keep calling throughout the week. Okay. And then I just do wanna verify, 'cause for some reason, you're kinda breaking up. It sounds like if you were outside in a windy area. Um, you did say 24- Oh, yeah. You did say 2483, right? Yes. Yeah, you're still not in there. Um, yeah. Okay. So I would just keep calling. If you're not in there tomorrow, I would call Wednesday and if you're not there Wednesday, I will call Thursday and then we're closed on Friday. So if, if you're not there on Thursday, I would call Monday. Okay. Just keep calling,

'cause I wouldn't be able to tell you when they're gonna send that over. Okay. Thank you. All right. You're welcome. Have a nice day. You too.

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. I- my name's Tristan Osbin and I work at Zebco and I was wondering if I could be taken off of the insurance.

Speaker speaker_0: Okay. What was the name of the staffing agency?

Speaker speaker_1: American Staff Corp.

Speaker speaker_0: Okay. Give me one second. And then what are the last four of your Social?

Speaker speaker_1: Uh... Hold on. 4... Hold on, I got it in my wallet. Let me give it real quick. Uh, 2483.

Speaker speaker_0: You said 2483?

Speaker speaker_1: Yes.

Speaker speaker_0: American Staff Corp?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Alexis?

Speaker speaker_1: What?

Speaker speaker_0: Is it Alexis S. Holder? What's your name?

Speaker speaker_1: Tristan Osbin.

Speaker speaker_0: Oh, okay. And that was 4283, the last four?

Speaker speaker_1: Uh... Yeah, 24-

Speaker speaker_0: So under... 2483, okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm sorry. I put a four. 2483.

Speaker speaker_1: Go ahead.

Speaker speaker_0: 2024- Okay, so let me make sure you're not in... 'Cause I don't think you're in the system. How long have you been with them?

Speaker speaker_1: Uh, I... Uh, a week.

Speaker speaker_0: Okay. That makes sense. Yeah. So you're still not in their system. I just wanna-

Speaker speaker_1: So-

Speaker speaker_0: ... confirm with you that you said 2483, correct?

Speaker speaker_1: Yes. 2483.

Speaker speaker_0: Yeah. So, you're still not in our files for that agency. Um, they still haven't sent over your information. Let me see if they have any type of auto-enrollment. Um, were you trying to, like, opt out from the... Give me one second.

Speaker speaker_1: Um-

Speaker speaker_0: Let me see if you participate in-

Speaker speaker_1: I... I-

Speaker speaker_0: Oh, yeah. So they do automatically enroll their new hires into, um, the preventative plan, but you're still not in our system. Um, if you wanted to opt out, I would have to create a file for you. For that, though, I do need your full Social. Um, if you don't feel comfortable giving me that over the phone, you would have to be calling throughout the week if, to see if we've received that information, 'cause I still don't have you in the system.

Speaker speaker_1: Does that mean, does that mean I'm just forced to take the insurance, then? Would that still-

Speaker speaker_0: No. That means-

Speaker speaker_1: Okay.

Speaker speaker_0: That means that they still haven't sent us your file over to opt you out. That's why I'm saying if you want me to go ahead and opt you out from the insurance, I can do that. You just need to provide me your full Social, full address, full date of birth. If you don't feel comfortable doing that over the phone, you would have to be calling throughout the week to see if we've received your file already so that we can opt you out. But it's your choice. I- Either I can create a file already for you, I do need your full information though. You don't feel comfortable doing that over the phone, you're welcome to be calling throughout the week to see if we've received that information already. But since you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... calling me still, yeah, we still don't have you in the system. So, either I can create a file and opt you out from the auto-enrollment or if you don't feel comfortable giving me, like, your full Social, full address and all that, you can just keep calling throughout the week to see if we get it already.

Speaker speaker_1: I will keep calling throughout the week.

Speaker speaker_0: Okay. And then I just do wanna verify, 'cause for some reason, you're kinda breaking up. It sounds like if you were outside in a windy area. Um, you did say 24-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: You did say 2483, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, you're still not in there. Um, yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: So I would just keep calling. If you're not in there tomorrow, I would call Wednesday and if you're not there Wednesday, I will call Thursday and then we're closed on Friday. So if, if you're not there on Thursday, I would call Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Just keep calling, 'cause I wouldn't be able to tell you when they're gonna send that over.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. You're welcome. Have a nice day.

Speaker speaker_1: You too.