

## Transcript: Estefania

**Acevedo-5567089931665408-4507365941395456**

### Full Transcript

He wasn't sure- Your call may be monitored or recorded for quality assurance purposes. ... about that. About that SIRS, SIRS will enroll you in medical, when we're done here. Thank you for calling us and answering your card, my name is Stephanie, how can I assist you? Yes, Stephanie. I was just calling back. I got a voicemail. Um, making sure that we're not enroll- I'm not enrolled in your insur- in the insurance. Okay. Um, which staff and agency do you work for, so that I can get in your file? We... Yes, please. Um, I have my pay stub and I thought some medical was coming out. But the guy left a voicemail and said that he didn't think that was medical. I'm sorry. It was SIRS staffing in Delaware. Okay. And then what are the last four of your Social? 8550 7774. Is, is it for Sally? Yeah. I'm sorry. Okay. Um, for security purposes, I would need you to verify your address and your date of birth. It's 613 County Road 24, Marengo, Ohio, 43334, 8-28-1975. Okay, thank you. Is your phone number still the 740-815-4554? Yes. Can you pl- bring my pay stub, honey, please? Sorry. And then, I have your last name, r-u-c-k-e-l, @yahoo.com as your email file? That's my email, yeah. Okay. So, I am looking in your file and you don't have any active plans. You are currently however eligible for, um, enrollment. No. I want... No. W- we have our own insurance. Gotcha. Um, do you want me to- I'm, um, what did I opt out of that? Okay. I was about to ask that if you wanted me to opt out, because they do auto-enroll their members. But I can go ahead and opt you out if you wish. Please stop. They, they do what? I'm sorry. Um, they do auto-enroll their members but I went ahead and opted you out. Okay, please opt me out 'cause I don't want it... Now I have my husband here, if he's able to talk to you, because he'll want opt out also. He's the same case I am. Okay. Yes, ma'am. Give me one second. Okay. Let me just put those notes in that I have declined your auto-enrollment. And then, he's with SIRS also, right? Yeah. But you did get me opted out for any insurance, right? Yes. I did. Yes, ma'am. I declined your coverage. All right. And then, I do need either permission from your husband to get in his file. Sure, yes. Or, um- Yes, maybe it's him. ... I can just call him. Yes. Hello? Hello. Um, you said that you wanted to, she said that you wanted to opt out from getting any benefits as well. Is that correct? Yes. Yes. I just need the last four of your Social. 8477. And then your first and last name? Billy Colwell. Like you were. You said Billy? Yeah. B-I-L-L-Y. Um- I th- I... Ooh. So, I see your last name but it's a different first name, so I'm wondering if that might be somebody else? Yeah. That's gotta be someone else. Um, what's your address? 613 County Road 24, Marengo, Ohio, 43334. Okay. Yeah, that's somebody else. Hmm, did- when did you start working with them? Do you guys have the same amount of time there? No. Uh, I started, uh, early in the- right before Thanksgiving break. Oh, okay, that's why. Yeah, yeah. Okay. So, we still haven't received your information. Um, because I'm not- Okay. ... seeing you in our files. So either, you can do two things. You could be calling throughout the week to see if we already have your information sent to us, to go ahead and opt you out. Or, if it makes you feel

comfortable, I can go ahead and create a file for you. But for that, I do need your full address, full Social, and all that information. But it's whatever makes you feel comfortable. Okay, well I'll take it. You could be calling throughout the week or y- I can go ahead and create a file, but I do need all that information. Okay. Just create the file so I can get opted out. I'm sorry? I said, go ahead and make the file. Create the file. Okay. Get your information. Oh. And then, um, ready for that Social. 407-94-8477. Put in that 11 seconds. Go ahead. 9477? Yes. Okay. And then you said your first name was Billy? And then- Yep. ... your last name? Colwell. C-O-L-W-E-L-L. Okay. And then your address? 613 County Road 24, that's Marengo, Ohio, 43334. This... Yeah. I think while you're creating that, real quick, can I ask you something? It says like E-Med on my taxes, so that's just regular stuff that's supposed to come out? I'm sorry, can you say that again? Yes. On, like, on my pay stub it says E-Med and E-Med Supp on my thing. And- Oh, that doesn't sound like that's us. Um, if it was a deduction from us, it would say something else. Okay. So it's just regular ded- deductions that are just supposed to come out, right? Uh, sounds like it 'cause that... I'm not, I'm not really sure what that is. It doesn't sound like- It's probably just government stuff. Okay. Mm-hmm. It's just what's supposed to come out. Okay. Just tell me that was- someone feels good. Yes, I am . And then, um, can I get his date of birth? 12/23/1973. And then, is... What's a good phone number for your file? 740- Hm? 815-0771. And then, do you want to provide an email address? No, that'll be Joey43015@yahoo.com. All right. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits. Is that correct? Yes. Okay. All right. I went ahead and proceeded with your declination. You have been opted out. Okay, thank you. You're welcome. Did you have any more questions for me before I let you go? Nope, that'll be it. Well, she's opted out now. All right. You're good. Thank you. Have a nice day. Dish it. Well, hold on, ma'am. She just wants to make sure that we're both opted out. Yeah, you are. I opted her out first and then I did yours. Thank you. We appreciate you, hon. You're welcome. Have a nice day. You too. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: He wasn't sure-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: ... about that. About that SIRS, SIRS will enroll you in medical, when we're done here.

Speaker speaker\_2: Thank you for calling us and answering your card, my name is Stephanie, how can I assist you?

Speaker speaker\_0: Yes, Stephanie. I was just calling back. I got a voicemail. Um, making sure that we're not enroll- I'm not enrolled in your insur- in the insurance.

Speaker speaker\_2: Okay. Um, which staff and agency do you work for, so that I can get in your file?

Speaker speaker\_0: We... Yes, please. Um, I have my pay stub and I thought some medical was coming out. But the guy left a voicemail and said that he didn't think that was medical. I'm sorry. It was SIRS staffing in Delaware.

Speaker speaker\_2: Okay. And then what are the last four of your Social?

Speaker speaker\_0: 8550 7774.

Speaker speaker\_2: Is, is it for Sally?

Speaker speaker\_0: Yeah. I'm sorry.

Speaker speaker\_2: Okay. Um, for security purposes, I would need you to verify your address and your date of birth.

Speaker speaker\_0: It's 613 County Road 24, Marengo, Ohio, 43334, 8-28-1975.

Speaker speaker\_2: Okay, thank you. Is your phone number still the 740-815-4554?

Speaker speaker\_0: Yes. Can you pl- bring my pay stub, honey, please? Sorry.

Speaker speaker\_2: And then, I have your last name, r-u-c-k-e-l, @yahoo.com as your email file?

Speaker speaker\_0: That's my email, yeah.

Speaker speaker\_2: Okay. So, I am looking in your file and you don't have any active plans. You are currently however eligible for, um, enrollment.

Speaker speaker\_0: No. I want... No. W- we have our own insurance.

Speaker speaker\_2: Gotcha. Um, do you want me to-

Speaker speaker\_0: I'm, um, what did I opt out of that?

Speaker speaker\_2: Okay. I was about to ask that if you wanted me to opt out, because they do auto-enroll their members. But I can go ahead and opt you out if you wish.

Speaker speaker\_0: Please stop. They, they do what? I'm sorry.

Speaker speaker\_2: Um, they do auto-enroll their members but I went ahead and opted you out.

Speaker speaker\_0: Okay, please opt me out 'cause I don't want it... Now I have my husband here, if he's able to talk to you, because he'll want opt out also. He's the same case I am.

Speaker speaker\_2: Okay. Yes, ma'am. Give me one second.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Let me just put those notes in that I have declined your auto-enrollment. And then, he's with SIRS also, right?

Speaker speaker\_0: Yeah. But you did get me opted out for any insurance, right?

Speaker speaker\_2: Yes. I did. Yes, ma'am. I declined your coverage. All right. And then, I do need either permission from your husband to get in his file.

Speaker speaker\_0: Sure, yes.

Speaker speaker\_2: Or, um-

Speaker speaker\_0: Yes, maybe it's him.

Speaker speaker\_2: ... I can just call him.

Speaker speaker\_0: Yes.

Speaker speaker\_3: Hello?

Speaker speaker\_2: Hello. Um, you said that you wanted to, she said that you wanted to opt out from getting any benefits as well. Is that correct?

Speaker speaker\_3: Yes. Yes.

Speaker speaker\_2: I just need the last four of your Social.

Speaker speaker\_3: 8477.

Speaker speaker\_2: And then your first and last name?

Speaker speaker\_3: Billy Colwell.

Speaker speaker\_0: Like you were.

Speaker speaker\_2: You said Billy?

Speaker speaker\_3: Yeah. B-I-L-L-Y.

Speaker speaker\_0: Um-

Speaker speaker\_2: I th- I... Ooh. So, I see your last name but it's a different first name, so I'm wondering if that might be somebody else?

Speaker speaker\_3: Yeah. That's gotta be someone else.

Speaker speaker\_2: Um, what's your address?

Speaker speaker\_3: 613 County Road 24, Marengo, Ohio, 43334.

Speaker speaker\_2: Okay. Yeah, that's somebody else. Hmm, did- when did you start working with them? Do you guys have the same amount of time there?

Speaker speaker\_3: No. Uh, I started, uh, early in the- right before Thanksgiving break.

Speaker speaker\_2: Oh, okay, that's why.

Speaker speaker\_3: Yeah, yeah.

Speaker speaker\_2: Okay. So, we still haven't received your information. Um, because I'm not-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... seeing you in our files. So either, you can do two things. You could be calling throughout the week to see if we already have your information sent to us, to go ahead and opt you out. Or, if it makes you feel comfortable, I can go ahead and create a file for you. But for that, I do need your full address, full Social, and all that information. But it's whatever makes you feel comfortable.

Speaker speaker\_0: Okay, well I'll take it.

Speaker speaker\_2: You could be calling throughout the week or y- I can go ahead and create a file, but I do need all that information.

Speaker speaker\_3: Okay. Just create the file so I can get opted out.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_3: I said, go ahead and make the file.

Speaker speaker\_0: Create the file.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Get your information. Oh.

Speaker speaker\_2: And then, um, ready for that Social.

Speaker speaker\_3: 407-94-8477.

Speaker speaker\_0: Put in that 11 seconds. Go ahead.

Speaker speaker\_2: 9477?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. And then you said your first name was Billy? And then-

Speaker speaker\_3: Yep.

Speaker speaker\_2: ... your last name?

Speaker speaker\_3: Colwell. C-O-L-W-E-L-L.

Speaker speaker\_2: Okay. And then your address?

Speaker speaker\_3: 613 County Road 24, that's Marengo, Ohio, 43334.

Speaker speaker\_0: This... Yeah.

Speaker speaker\_4: I think while you're creating that, real quick, can I ask you something? It says like E-Med on my taxes, so that's just regular stuff that's supposed to come out?

Speaker speaker\_2: I'm sorry, can you say that again?

Speaker speaker\_4: Yes. On, like, on my pay stub it says E-Med and E-Med Supp on my thing. And-

Speaker speaker\_2: Oh, that doesn't sound like that's us. Um, if it was a deduction from us, it would say something else.

Speaker speaker\_4: Okay. So it's just regular ded- deductions that are just supposed to come out, right?

Speaker speaker\_2: Uh, sounds like it 'cause that... I'm not, I'm not really sure what that is. It doesn't sound like-

Speaker speaker\_4: It's probably just government stuff. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_4: It's just what's supposed to come out. Okay. Just tell me that was- someone feels good.

Speaker speaker\_2: Yes, I am . And then, um, can I get his date of birth?

Speaker speaker\_3: 12/23/1973.

Speaker speaker\_2: And then, is... What's a good phone number for your file?

Speaker speaker\_3: 740-

Speaker speaker\_2: Hm?

Speaker speaker\_3: 815-0771.

Speaker speaker\_2: And then, do you want to provide an email address?

Speaker speaker\_4: No, that'll be Joey43015@yahoo.com.

Speaker speaker\_2: All right. And then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits. Is that correct?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. All right. I went ahead and proceeded with your declination. You have been opted out.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: You're welcome. Did you have any more questions for me before I let you go?

Speaker speaker\_3: Nope, that'll be it.

Speaker speaker\_0: Well, she's opted out now.

Speaker speaker\_2: All right.

Speaker speaker\_0: You're good.

Speaker speaker\_2: Thank you. Have a nice day.

Speaker speaker\_4: Dish it.

Speaker speaker\_3: Well, hold on, ma'am. She just wants to make sure that we're both opted out.

Speaker speaker\_2: Yeah, you are. I opted her out first and then I did yours.

Speaker speaker\_0: Thank you. We appreciate you, hon.

Speaker speaker\_2: You're welcome. Have a nice day.

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_2: Bye.