

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 got told to call this number for, I'm guessing, for direct deposit. Okay. For Crown Staffing, I believe. I'm not for sure. All right. You said Crown, and what are the last four of your social? 0980. Did you receive a call, a message, or a text? A text message. What does it say? Um, give me two seconds. It says, "Crown Services open enrollment begins now. Sign up for benefits by calling this or visiting www.mybioc.com/crownservices." Okay. So yeah, so Crown right now is in their company open enrollment period, um, so that means you're eligible to enroll into any healthcare benefits that they offer depending on how many you choose as well as which ones. And if you select dependents with those plans, it's how much the weekly deduction is from your paycheck for them. Gotcha. Um, and they do auto-enroll their new members into a plan, so... I do- I don't want that. Mm-hmm. You don't? Okay, so you want to opt out? Yes, please. Okay, and then what's your first and last name just so that I'm sure I'm in the right file? William Morris. For security purposes, could you please verify your address and your date of birth for me please? Okay. Address is 107 East Hawkins Street, Pinckneyville, Illinois 62274. And my birthday is 4-20-99, April 20th, '99. Do you still have the same number? 618-923-3825? Yes, ma'am. And then I have nmorris42099@gmail.com. Is that up to date? Yep, that's mine. Yep. Okay, and then due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through them. Yes, ma'am. Is that correct? Okay. All right, I went ahead and proceeded with your declination. You've been opted out. Um, do you have any questions for me? No, ma- ma'am. Thank you. You're welcome. Have a nice day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Hello. I got told to call this number for, I'm guessing, for direct deposit.

Speaker speaker_0: Okay.

Speaker speaker_1: For Crown Staffing, I believe. I'm not for sure.

Speaker speaker_0: All right. You said Crown, and what are the last four of your social?

Speaker speaker_1: 0980.

Speaker speaker_0: Did you receive a call, a message, or a text?

Speaker speaker_1: A text message.

Speaker speaker_0: What does it say?

Speaker speaker_1: Um, give me two seconds. It says, "Crown Services open enrollment begins now. Sign up for benefits by calling this or visiting www.mybioc.com/crownservices."

Speaker speaker_0: Okay. So yeah, so Crown right now is in their company open enrollment period, um, so that means you're eligible to enroll into any healthcare benefits that they offer depending on how many you choose as well as which ones. And if you select dependents with those plans, it's how much the weekly deduction is from your paycheck for them.

Speaker speaker_1: Gotcha.

Speaker speaker_0: Um, and they do auto-enroll their new members into a plan, so...

Speaker speaker_1: I do- I don't want that.

Speaker speaker_0: Mm-hmm. You don't? Okay, so you want to opt out?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay, and then what's your first and last name just so that I'm sure I'm in the right file?

Speaker speaker_1: William Morris.

Speaker speaker_0: For security purposes, could you please verify your address and your date of birth for me please?

Speaker speaker_1: Okay. Address is 107 East Hawkins Street, Pinckneyville, Illinois 62274. And my birthday is 4-20-99, April 20th, '99.

Speaker speaker_0: Do you still have the same number? 618-923-3825?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have nmorris42099@gmail.com. Is that up to date?

Speaker speaker_1: Yep, that's mine. Yep.

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 receiving any benefits through them.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Is that correct? Okay. All right, I went ahead and proceeded with your declination. You've been opted out. Um, do you have any questions for me?

Speaker speaker_1: No, ma- ma'am. Thank you.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.