

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, yes. Um, I was calling... I was trying to cancel my benefits for my job that I just recently got. When I originally filled out the paperwork on the computer, it like... my computer messed up, so it... I wasn't able to click the "deny the benefit" and they told me that if I didn't call this number, that when I started working and receiving my checks, that healthcare would auto-automatically come out. Yes. Um, so if you don't opt out from the auto-enrollment, you will automatically be enrolled. Did you want to opt out? Yes, ma'am. I would like to opt out. Okay. Which staffing agency? Uh, the staffing agency is Integrity Trade Services. And what's the last four of your Social? 4505. First and last name? Brandon Johns. Did you just start working with them? Yes. I start... My first day is tomorrow. Ah, okay. So, you're still not in our file for that reason. Um, if you want, I can create a file for you and opt you out. But for that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that over the phone, you're welcome to call us throughout the week to see if we've received your file already and then opt you out. So, it's totally your choice. So, if you don't want to do it now, you're welcome to call throughout the week to see if we've received it already. But at the moment, you're still not in our system. Hello? Hello? Can you hear me? Hello? Yes. Yeah, sorry my ph- Did you hear me? ... my phone couldn't... No, I didn't. My phone connected to my car. I'm so... I apologize about that. Um- Oh, it's okay. I was- I did hear the stuff... I did hear the stuff you said about, um, as far as if I wanted to go ahead and do it now then I could, or I could wait and call during the week. I did... That was the only thing that I- You can call us, not them, 'cause they won't be able to opt you out- Yeah. ... but we can. So, if you don't feel comfortable getting, like, your full Social, address and all that information over the phone, you can just call- Yeah. ... us throughout the week and then see if we received it, and then opt out. Okay. I don't know. Uh, yeah, I can go ahead... I'll- I'll go ahead and do that right now over the phone. That's fine with me. Okay. And then I just need your Social. You're with Integrity Trade Services, right? Yes. Yes. Okay, I'm ready. 401-47-4505. 4505? I spelt it. And then what's your first and last name? Brandon Johns. Johns? With the F? Yes. What's your last name? Uh, J-... uh, J-O-H-N-S. And then your address, please. Uh, the address is 4343, uh... I said 43. I'm so sorry. I'm... I apologize. 1714 Magazine Street is the address that I put. And then the city and state? Louisville, Kentucky, 40203. And then your date of birth? 01-25-1994. And your email? Um, my email is brandonjohns314@yahoo.com. And then is this your phone number? Yes. I did already set that phone number. And then you said you wanted to opt out from the auto-enrollment? Yes. I want to opt out of the, the insurance enrollment. Uh, my wife... I'm married, so my wife actually has insurance through her job, so there's no reason for her to put that insurance. And then you said you're with Integrity Trade Services, correct? Yes, correct. Okay, good. Okay. All right. So, you opt... You have been successfully declined for

the auto-enrollment. You're no longer gonna be enrolled with, um, with Integrity Trade Services. Okay. All right. Did you have any other questions for me? Nope. I just wanted to get the insurance banged down so that I didn't have it coming out of my check. Other than that, I'm all set. All right. Well, I hope you have a great day. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, yes. Um, I was calling... I was trying to cancel my benefits for my job that I just recently got. When I originally filled out the paperwork on the computer, it like... my computer messed up, so it... I wasn't able to click the "deny the benefit" and they told me that if I didn't call this number, that when I started working and receiving my checks, that healthcare would auto- automatically come out.

Speaker speaker_0: Yes. Um, so if you don't opt out from the auto-enrollment, you will automatically be enrolled. Did you want to opt out?

Speaker speaker_1: Yes, ma'am. I would like to opt out.

Speaker speaker_0: Okay. Which staffing agency?

Speaker speaker_1: Uh, the staffing agency is Integrity Trade Services.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 4505.

Speaker speaker_0: First and last name?

Speaker speaker_1: Brandon Johns.

Speaker speaker_0: Did you just start working with them?

Speaker speaker_1: Yes. I start... My first day is tomorrow.

Speaker speaker_0: Ah, okay. So, you're still not in our file for that reason. Um, if you want, I can create a file for you and opt you out. But for that, I do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that over the phone, you're welcome to call us throughout the week to see if we've received your file already and then opt you out. So, it's totally your choice. So, if you don't want to do it now, you're welcome to call throughout the week to see if we've received it already. But at the moment, you're still not in our system. Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, sorry my ph-

Speaker speaker_0: Did you hear me?

Speaker speaker_1: ... my phone couldn't... No, I didn't. My phone connected to my car. I'm so... I apologize about that. Um-

Speaker speaker_0: Oh, it's okay. I was-

Speaker speaker_1: I did hear the stuff... I did hear the stuff you said about, um, as far as if I wanted to go ahead and do it now then I could, or I could wait and call during the week. I did... That was the only thing that I-

Speaker speaker_0: You can call us, not them, 'cause they won't be able to opt you out-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... but we can. So, if you don't feel comfortable getting, like, your full Social, address and all that information over the phone, you can just call-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... us throughout the week and then see if we received it, and then opt out.

Speaker speaker_1: Okay. I don't know. Uh, yeah, I can go ahead... I'll- I'll go ahead and do that right now over the phone. That's fine with me.

Speaker speaker_0: Okay. And then I just need your Social. You're with Integrity Trade Services, right?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay, I'm ready.

Speaker speaker_1: 401-47-4505.

Speaker speaker_0: 4505?

Speaker speaker_1: I spelt it.

Speaker speaker_0: And then what's your first and last name?

Speaker speaker_1: Brandon Johns.

Speaker speaker_0: Johns? With the F?

Speaker speaker_1: Yes.

Speaker speaker_0: What's your last name?

Speaker speaker_1: Uh, J-... uh, J-O-H-N-S.

Speaker speaker_0: And then your address, please.

Speaker speaker_1: Uh, the address is 4343, uh... I said 43. I'm so sorry. I'm... I apologize. 1714 Magazine Street is the address that I put.

Speaker speaker_0: And then the city and state?

Speaker speaker_1: Louisville, Kentucky, 40203.

Speaker speaker_0: And then your date of birth?

Speaker speaker_1: 01-25-1994.

Speaker speaker_0: And your email?

Speaker speaker_1: Um, my email is brandonjohns314@yahoo.com.

Speaker speaker_0: And then is this your phone number?

Speaker speaker_1: Yes. I did already set that phone number.

Speaker speaker_0: And then you said you wanted to opt out from the auto-enrollment?

Speaker speaker_1: Yes. I want to opt out of the, the insurance enrollment. Uh, my wife... I'm married, so my wife actually has insurance through her job, so there's no reason for her to put that insurance.

Speaker speaker_0: And then you said you're with Integrity Trade Services, correct?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay, good. Okay. All right. So, you opt... You have been successfully declined for the auto-enrollment. You're no longer gonna be enrolled with, um, with Integrity Trade Services.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Did you have any other questions for me?

Speaker speaker_1: Nope. I just wanted to get the insurance banged down so that I didn't have it coming out of my check. Other than that, I'm all set.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Thank you.