

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Column. My name is Stephanie. How can I assist you? Um, hi. Uh, I'm with, uh, Surge Staffing and I just got a text message saying something about 30 da- days of, um, something about you will be auto, auto-enrolled. Yes, sir. What does that mean? Would you like to enroll or opt out? So they, um, auto-enroll their new hires into a preventative plan called the MEC-TELRs which technically covers like a physical, some vaccines, an STD and cancer screening but that plan doesn't cover no doctor visits that's big, no urgent care, no emergency room, no... neither... no surgeries. Um, so it's only for preventative visits and it does require you to stay within the network and only use the list of their doctors and clinics to receive coverage. If you don't call to opt out within those 30 days of receiving your first check, th- you do get automatically enrolled and they will start making deductions from your paycheck for that plan weekly. That sounds like it ends up early. Okay. I will, uh, I will talk, uh, with Surge about that 'cause I'm not going for work today. Okay, that's fine. Just remember, if you don't want to participate it is important that you call to opt out because they don't opt you out, we do. And if you don't do it, you will automatically be enrolled and you will start getting deductions taken out of your paycheck weekly. By the enrolling act? So if you don't call to say- They just- ... that you don't want to be enrolled, they will automatically enroll you into it and start taking money out of your check for the plan. Oh, oh yeah. I, I don't want to be enrolled. Can you do that for me? Please. Yes. I can't do that. I just need the last... Okay. I just need the last four of your Social. 4236. And your first and last name? Victoria French. Hmm. Okay, for security purposes I do need you to verify your address and date of birth. My date of birth is June 15th, 1991. And my address, um, I just moved from, uh, Florida so I got my old address. Can you take that? Uh, I have to use the one- Okay. ... that I have on file. If you don't remember it- Okay. Got it. ... I do need you to verify your full address. So I either needs the correct address or your full, um, Social. Okay. So, um, uh, West Glendale Avenue... Hold on, let me see. I got it. No. Oh, no. Okay. And I need the, the full, correct address, okay? 'Cause, um, only s- I got it. So this is my new address today. It's 1626 West 1st Street. What about your old one? 'Cause it's not the new one. My old one was 1900 Post Road, Apartment 190. Uh, I don't have that one either. I have a different one. Okay. Hold on just a minute. Yeah, it's probably my brother's address. Hold on. Let's see. Let me see. Um... Just a, just a minute. Give me a minute. Let me go... type it in. Give me one second. Hold on. Let me do this. Hold on, I gotta look back up who I... It's here. Thank you. Okay, then, 925... 50... 9250 North 43rd Avenue. It's not that one, though. What was the very first one? I can't tell you... What's the very first one that you gave me? 'Cause it sounded like it was that one, but you have to give me the full address number, like with the numbers and everything. That's what I'm trying to see 'cause I just remembered ... nine, six, C- If you don't remember, you can also verify your full, um, Social, but I do need the

correct information before I can even touch your file, 'cause it's for security purposes. Right, right. So I could give you my Social Security number, right, you said? Yes. It's 390- Mm-hmm. ... 11... 11- Mm-hmm. ... 44236. Okay, so I had the 4872 West Rose Lane. 472 West Rose Lane. Is that the apartment? No, it doesn't have an apartment number, so it's just 4872 West Rose Lane, Glendale, Arizona. Um. That's not what I ordered. Did you want me to leave that there or did you want me to change it? I want you to change it. What's the new address 'cause every time you call they're gonna ask you these questions. Okay, that's good. Okay, so now I can give you my new address where I'm staying at now and it's gonna be 1626 West Taylor Street. You said Taylor? Yes, ma'am. Um- Okay. And then is... Okay and then- It's gonna be a- What city and state? Phoenix, Arizona. And then the zip code? The zip code on here is... Phoenix, Arizona. The zip code on here... Phoenix, Arizona. The zip code on here... Phoenix, Arizona. Let me go Google something, man. Zip code on there, I can't see it. 1626... Oh. 85007. Okay, thank you. And then I have 602-391-5718 as your phone number. 602-391-5718. Yes, ma'am. And I have B-O-O-D-Eprint7@gmail.com. Is that up to date? That's, uh, that's up to date. Correct. Okay. And then you said that you wanted to opt out from the auto-enrollment? Yeah, I don't- We can- I don't need nothing taking out of my pay. I don't want nothing taken out of my pay. Okay, I went ahead and opted you out from the auto-enrollment, so your coverage has been declined. You won't be automatically enrolled into any of the plans. Okay, thank you so much. You're welcome. Just in case you did want to, they do give you 30 days from the day that you receive your first check to give us a call and do so. But you've been kicked out from the auto-enrollment. You say what? You said, excuse me, I didn't hear you. Um, that they give you 30 days from the day that you receive y- your first check to enroll if you did want to. Yeah. Yeah. I didn't enroll. So, uh, what, you guys owe me a check or something for taking it out of my first check or what? No. No, no, no, no, no. I'm letting you know if you do want to en- roll, 30 days from the day that you receive your first check, to give us a call and do so. Okay. You have a 30-day window. Since you've been kicked out of your, the auto-enrollment you won't be enrolled into anything. Okay. That's just with the health and all that, huh? Correct. But you've been kicked out so you won't be enrolled into anything. Okay. Okay, uh, is that, is that, is that all you need or? Yes, sir. Is that it? Okay, thank you. You have a good one. I'm at work. Okay. Thank you. Yeah. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, hi. Uh, I'm with, uh, Surge Staffing and I just got a text message saying something about 30 da- days of, um, something about you will be auto, auto-enrolled.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: What does that mean?

Speaker speaker_0: Would you like to enroll or opt out? So they, um, auto-enroll their new hires into a preventative plan called the MEC-TELRs which technically covers like a physical,

some vaccines, an STD and cancer screening but that plan doesn't cover no doctor visits that's big, no urgent care, no emergency room, no... neither... no surgeries. Um, so it's only for preventative visits and it does require you to stay within the network and only use the list of their doctors and clinics to receive coverage. If you don't call to opt out within those 30 days of receiving your first check, th- you do get automatically enrolled and they will start making deductions from your paycheck for that plan weekly.

Speaker speaker_2: That sounds like it ends up early.

Speaker speaker_1: Okay. I will, uh, I will talk, uh, with Surge about that 'cause I'm not going for work today.

Speaker speaker_0: Okay, that's fine. Just remember, if you don't want to participate it is important that you call to opt out because they don't opt you out, we do. And if you don't do it, you will automatically be enrolled and you will start getting deductions taken out of your paycheck weekly.

Speaker speaker_1: By the enrolling act?

Speaker speaker_0: So if you don't call to say-

Speaker speaker_1: They just-

Speaker speaker_0: ... that you don't want to be enrolled, they will automatically enroll you into it and start taking money out of your check for the plan.

Speaker speaker_1: Oh, oh yeah. I, I don't want to be enrolled. Can you do that for me? Please.

Speaker speaker_0: Yes.

Speaker speaker_1: I can't do that.

Speaker speaker_0: I just need the last... Okay. I just need the last four of your Social.

Speaker speaker_1: 4236.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Victoria French.

Speaker speaker_0: Hmm. Okay, for security purposes I do need you to verify your address and date of birth.

Speaker speaker_1: My date of birth is June 15th, 1991. And my address, um, I just moved from, uh, Florida so I got my old address. Can you take that?

Speaker speaker_0: Uh, I have to use the one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that I have on file. If you don't remember it-

Speaker speaker_1: Okay. Got it.

Speaker speaker_0: ... I do need you to verify your full address. So I either needs the correct address or your full, um, Social.

Speaker speaker_1: Okay. So, um, uh, West Glendale Avenue... Hold on, let me see. I got it.

Speaker speaker_0: No.

Speaker speaker_1: Oh, no. Okay.

Speaker speaker_0: And I need the, the full, correct address, okay?

Speaker speaker_1: 'Cause, um, only s- I got it. So this is my new address today. It's 1626 West 1st Street.

Speaker speaker_0: What about your old one? 'Cause it's not the new one.

Speaker speaker_1: My old one was 1900 Post Road, Apartment 190.

Speaker speaker_0: Uh, I don't have that one either. I have a different one.

Speaker speaker_1: Okay. Hold on just a minute. Yeah, it's probably my brother's address. Hold on. Let's see. Let me see. Um... Just a, just a minute. Give me a minute. Let me go... type it in. Give me one second. Hold on. Let me do this. Hold on, I gotta look back up who I... It's here. Thank you. Okay, then, 925... 50... 9250 North 43rd Avenue.

Speaker speaker_0: It's not that one, though. What was the very first one? I can't tell you... What's the very first one that you gave me? 'Cause it sounded like it was that one, but you have to give me the full address number, like with the numbers and everything.

Speaker speaker_1: That's what I'm trying to see 'cause I just remembered

Speaker speaker_3: ... nine, six, C-

Speaker speaker_0: If you don't remember, you can also verify your full, um, Social, but I do need the correct information before I can even touch your file, 'cause it's for security purposes.

Speaker speaker_1: Right, right. So I could give you my Social Security number, right, you said?

Speaker speaker_0: Yes.

Speaker speaker_1: It's 390-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 11... 11-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 44236.

Speaker speaker_0: Okay, so I had the 4872 West Rose Lane.

Speaker speaker_1: 472 West Rose Lane. Is that the apartment?

Speaker speaker_0: No, it doesn't have an apartment number, so it's just 4872 West Rose Lane, Glendale, Arizona. Um.

Speaker speaker_1: That's not what I ordered.

Speaker speaker_0: Did you want me to leave that there or did you want me to change it?

Speaker speaker_1: I want you to change it.

Speaker speaker_0: What's the new address 'cause every time you call they're gonna ask you these questions.

Speaker speaker_1: Okay, that's good. Okay, so now I can give you my new address where I'm staying at now and it's gonna be 1626 West Taylor Street.

Speaker speaker_0: You said Taylor?

Speaker speaker_1: Yes, ma'am. Um-

Speaker speaker_0: Okay. And then is... Okay and then-

Speaker speaker_1: It's gonna be a-

Speaker speaker_0: What city and state?

Speaker speaker_1: Phoenix, Arizona.

Speaker speaker_0: And then the zip code?

Speaker speaker_1: The zip code on here is... Phoenix, Arizona. The zip code on here... Phoenix, Arizona. The zip code on here... Phoenix, Arizona. Let me go Google something, man. Zip code on there, I can't see it. 1626... Oh. 85007.

Speaker speaker_0: Okay, thank you. And then I have 602-391-5718 as your phone number.

Speaker speaker_1: 602-391-5718. Yes, ma'am.

Speaker speaker_0: And I have B-O-O-D-Eprint7@gmail.com. Is that up to date?

Speaker speaker_1: That's, uh, that's up to date. Correct.

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

Speaker speaker_1: Yeah, I don't-

Speaker speaker_0: We can-

Speaker speaker_1: I don't need nothing taking out of my pay. I don't want nothing taken out of my pay.

Speaker speaker_0: Okay, I went ahead and opted you out from the auto-enrollment, so your coverage has been declined. You won't be automatically enrolled into any of the plans.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: You're welcome. Just in case you did want to, they do give you 30 days from the day that you receive your first check to give us a call and do so. But you've been kicked out from the auto-enrollment.

Speaker speaker_1: You say what? You said, excuse me, I didn't hear you.

Speaker speaker_0: Um, that they give you 30 days from the day that you receive y- your first check to enroll if you did want to.

Speaker speaker_1: Yeah. Yeah. I didn't enroll. So, uh, what, you guys owe me a check or something for taking it out of my first check or what?

Speaker speaker_0: No. No, no, no, no, no. I'm letting you know if you do want to enroll, 30 days from the day that you receive your first check, to give us a call and do so.

Speaker speaker_1: Okay.

Speaker speaker_0: You have a 30-day window. Since you've been kicked out of your, the auto-enrollment you won't be enrolled into anything.

Speaker speaker_1: Okay. That's just with the health and all that, huh?

Speaker speaker_0: Correct. But you've been kicked out so you won't be enrolled into anything.

Speaker speaker_1: Okay. Okay, uh, is that, is that, is that all you need or?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Is that it? Okay, thank you. You have a good one. I'm at work.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Yeah. Thank you. Bye-bye.