

## **Transcript: Estefania**

**Acevedo-6143979229495296-5267101190930432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hello. Yeah, Stephanie. Um, is, because I'm currently, um, employed by, uh, Search Staffing. Mm-hmm. And they text me a number for a new job that I was offered and this is the phone number that they had texted me with. Uh, I don't... I would... didn't really, you know, so I was inquiring like what, what this, this number is too and, um- Okay, yeah. ... what is, what is it? What is it again? Okay, so we're the healthcare administrators for staffing agencies. Um, if Search gave you this number, it's because you're probably within your first 30 days of receiving your paycheck. Um, so you're eligible for benefits. They do auto-enroll their new members into a preventative healthcare plan that's called the NEC TeleRMs, which is a preventative plan that would cover, like, your physicals, some vaccines, um, some STD screenings- Uh-huh. ... some cancer screenings. They do auto-enroll their members into this plan, so if you're not interested- Uh-huh. ... in healthcare benefits, I would have to opt you out. Um, if not, they're going to auto-enroll you and they will do weekly deductions out of your paycheck for that plan. But if you do wish to enroll into a healthcare plan, you could add additional plans or replace that one with a different one. But, um, it's your option. Oh, okay. Okay, so they would deduct, um, from my paycheck? Then how much, how much would it be? So, we work with different agencies to give you that information. Okay. I do have to get in your file for that. I need the last four of your Social to give you the prices and stuff. Okay. Um- She's in the shower right now. Yeah, she just went to go take a shower right now. Okay. About healthcare. Hold on. They want, they want... 'Cause they want to auto-enroll me and- Yes, go ahead. You need it. Okay. Yeah, that, that would be fine but they'd deduct that out of my check though. How much? I know. So, to tell you how much, I do need the last four of your Social and I already know you work with Search, but I, I need to get in your file to give you, like, any information, and I do need to verify, like, your address and your date of birth as well before I give you any information. Yeah, yeah, so... Yeah, 'cause I currently have Medi-Cal so I don't really need that. Okay. So do you want me to- Um- ... opt you out from the auto-enrollment? Yeah, yeah. Could you please opt me out of it? Yeah. Um, but to do that, I do need to get in your file again. So I do need the last four of your Social and I do need to verify your information before I continue. Oh, okay. So you would still need my last four of my Social? Correct. Okay, so it's, uh, 9291. Thank you. And then- Yep. ... is it Larry Robinson? Yes. Yeah, that's my name. Okay. For security purposes, I do need you to verify your full address as well as your date of birth. Home address is a PO box right now 'cause they don't want mail sent to the house. So it's PO Box 22, but the home address is 3115 Snowberry Street, Silver Spring. Okay. So- 800- I do have- But they can't... They can't get it sent to that address. It has to go to the PO box, which is PO Box 22, Fallon, Nevada. So, I do have a different address and I do need permission from

Larry, um, to talk to a second person just 'cause the line is being recorded. Oh, yeah. Yes. Yeah, yeah, this is my fiance speaking. You have my permission. Okay. Okay, thank you. Um, and I do have a different address so I would need the address that we have on file. I'm not allowed to tell you which one. Do you remember another address that we may have? It's not the PO box- It was the one off of Sandhill. I can't... What is- Um, it's, uh... Was it... Uh, hold on. I don't know. And if you don't remember, you could verify your full Social as well. But I either need- Oh. Okay, yeah. Yeah, I would rather give you my Social. So my Social is 552-Okay. ... 87-1291. Okay, thank you. I had Sandhill Street, Snowberry Street, Silver- Yeah. Do you want me to change it or do you want me to leave it how it is? Yeah. Yeah, could you change that for me please? Yep. What is the new one? Okay. 3115 Snowberry Street, Silver Springs, Nevada 89409. We don't have... We don't receive mail at that address. They will get upset. Okay. That's my daughter's house. So they're picky. That's why we use the PO box. We're trying to establish our stuff right now, but right now we just in a hard shell trying to get established with jobs and whatnot. And then could you repeat the city and the zip code for me? Silver Springs, 89409.... four, zero, four- I think. Or eight, uh, I don't know. I gotta look it up. Call your momma. Hold on, Mom. I'm sorry. He just tried to do me in this- It's okay. Okay, sorry. Trying to send me in this conversation while I'm on the phone. Kennedy, did you do that to me? No, mom. We... That was a joke. It's 89429. 89429. Okay, thank you. You're welcome. And then what was that date of birth? 10/6/1984. Okay, thank you. And then I have 805-422-5202 as your phone number. Yeah, that's my cell phone number. And then I have woofsper@gmail.com as your email on file. Is that still up to date? Yeah. Yeah, this one. 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 Surge Staffing. Is that correct? Yes, that's correct. Okay, I went ahead and declined you from receiving any coverage and from being auto-enrolled. Um, did you have any questions for me before I let you go? Um, no. What are the hours? Do you involve any of the rotation- Yeah, well, I just... Um, so, so do you, do you know anything about, um, my, my job details? No, sir. So we're really just the healthcare administrators for staffing agencies around the nation. Oh, okay. Um, we don't work in Surge Staffing. Okay, so I've got- We just administrate their benefits. Okay, so I would have to contact them and talk to them about all my work hours and everything like that? Correct. Yes, sir. Okay. Okay, okay. Well, thank you 'cause I, I just... Like I said, I had that number texted to me and I just, you know, I just got this job. And so, I was, you know, wondering. Um- Okay. Yeah, so thank you. All right, you're welcome. I hope you have a great day. You too. Happy Halloween. Thank you. Bye-bye. Who'd you call? Who were you talking to? The number that was on the text. Oh, you're fucking stupid. You need to call fucking Surge.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hello. Yeah, Stephanie. Um, is, because I'm currently, um, employed by, uh, Search Staffing.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And they text me a number for a new job that I was offered and this is the phone number that they had texted me with. Uh, I don't... I would... didn't really, you know, so I was inquiring like what, what this, this number is too and, um-

Speaker speaker\_1: Okay, yeah.

Speaker speaker\_2: ... what is, what is it? What is it again?

Speaker speaker\_1: Okay, so we're the healthcare administrators for staffing agencies. Um, if Search gave you this number, it's because you're probably within your first 30 days of receiving your paycheck. Um, so you're eligible for benefits. They do auto-enroll their new members into a preventative healthcare plan that's called the NEC TeleRMs, which is a preventative plan that would cover, like, your physicals, some vaccines, um, some STD screenings-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... some cancer screenings. They do auto-enroll their members into this plan, so if you're not interested-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... in healthcare benefits, I would have to opt you out. Um, if not, they're going to auto-enroll you and they will do weekly deductions out of your paycheck for that plan. But if you do wish to enroll into a healthcare plan, you could add additional plans or replace that one with a different one. But, um, it's your option.

Speaker speaker\_2: Oh, okay. Okay, so they would deduct, um, from my paycheck? Then how much, how much would it be?

Speaker speaker\_1: So, we work with different agencies to give you that information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I do have to get in your file for that. I need the last four of your Social to give you the prices and stuff.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: She's in the shower right now. Yeah, she just went to go take a shower right now.

Speaker speaker\_2: Okay. About healthcare.

Speaker speaker\_1: Hold on.

Speaker speaker\_2: They want, they want... 'Cause they want to auto-enroll me and-

Speaker speaker\_1: Yes, go ahead. You need it.

Speaker speaker\_2: Okay. Yeah, that, that would be fine but they'd deduct that out of my check though.

Speaker speaker\_1: How much?

Speaker speaker\_2: I know.

Speaker speaker\_1: So, to tell you how much, I do need the last four of your Social and I already know you work with Search, but I, I need to get in your file to give you, like, any information, and I do need to verify, like, your address and your date of birth as well before I give you any information.

Speaker speaker\_2: Yeah, yeah, so... Yeah, 'cause I currently have Medi-Cal so I don't really need that.

Speaker speaker\_1: Okay. So do you want me to-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... opt you out from the auto-enrollment?

Speaker speaker\_2: Yeah, yeah. Could you please opt me out of it?

Speaker speaker\_1: Yeah. Um, but to do that, I do need to get in your file again. So I do need the last four of your Social and I do need to verify your information before I continue.

Speaker speaker\_2: Oh, okay. So you would still need my last four of my Social?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, so it's, uh, 9291.

Speaker speaker\_1: Thank you. And then-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... is it Larry Robinson?

Speaker speaker\_2: Yes. Yeah, that's my name.

Speaker speaker\_1: Okay. For security purposes, I do need you to verify your full address as well as your date of birth. Home address is a PO box right now 'cause they don't want mail sent to the house. So it's PO Box 22, but the home address is 3115 Snowberry Street, Silver Spring. Okay. So- 800- I do have-

Speaker speaker\_2: But they can't... They can't get it sent to that address. It has to go to the PO box, which is PO Box 22, Fallon, Nevada.

Speaker speaker\_1: So, I do have a different address and I do need permission from Larry, um, to talk to a second person just 'cause the line is being recorded.

Speaker speaker\_2: Oh, yeah. Yes. Yeah, yeah, this is my fiance speaking. You have my permission.

Speaker speaker\_1: Okay. Okay, thank you. Um, and I do have a different address so I would need the address that we have on file. I'm not allowed to tell you which one. Do you remember another address that we may have? It's not the PO box- It was the one off of Sandhill. I can't... What is-

Speaker speaker\_2: Um, it's, uh...

Speaker speaker\_1: Was it... Uh, hold on. I don't know. And if you don't remember, you could verify your full Social as well. But I either need-

Speaker speaker\_2: Oh. Okay, yeah. Yeah, I would rather give you my Social. So my Social is 552-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... 87-1291.

Speaker speaker\_1: Okay, thank you. I had Sandhill Street, Snowberry Street, Silver-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Do you want me to change it or do you want me to leave it how it is?

Speaker speaker\_2: Yeah. Yeah, could you change that for me please?

Speaker speaker\_1: Yep. What is the new one? Okay. 3115 Snowberry Street, Silver Springs, Nevada 89409. We don't have... We don't receive mail at that address. They will get upset. Okay. That's my daughter's house. So they're picky. That's why we use the PO box. We're trying to establish our stuff right now, but right now we just in a hard shell trying to get established with jobs and whatnot. And then could you repeat the city and the zip code for me? Silver Springs, 89409.

Speaker speaker\_3: ... four, zero, four- I think. Or eight, uh, I don't know. I gotta look it up.

Speaker speaker\_2: Call your momma.

Speaker speaker\_3: Hold on, Mom. I'm sorry. He just tried to do me in this-

Speaker speaker\_1: It's okay.

Speaker speaker\_3: Okay, sorry. Trying to send me in this conversation while I'm on the phone. Kennedy, did you do that to me?

Speaker speaker\_2: No, mom. We... That was a joke.

Speaker speaker\_3: It's 89429.

Speaker speaker\_2: 89429.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: And then what was that date of birth?

Speaker speaker\_2: 10/6/1984.

Speaker speaker\_1: Okay, thank you. And then I have 805-422-5202 as your phone number.

Speaker speaker\_2: Yeah, that's my cell phone number.

Speaker speaker\_1: And then I have woofsper@gmail.com as your email on file. Is that still up to date?

Speaker speaker\_2: Yeah. Yeah, this one.

Speaker speaker\_1: 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 Surge Staffing. Is that correct?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: Okay, I went ahead and declined you from receiving any coverage and from being auto-enrolled. Um, did you have any questions for me before I let you go?

Speaker speaker\_2: Um, no.

Speaker speaker\_3: What are the hours? Do you involve any of the rotation-

Speaker speaker\_2: Yeah, well, I just... Um, so, so do you, do you know anything about, um, my, my job details?

Speaker speaker\_1: No, sir. So we're really just the healthcare administrators for staffing agencies around the nation.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Um, we don't work in Surge Staffing.

Speaker speaker\_2: Okay, so I've got-

Speaker speaker\_1: We just administrate their benefits.

Speaker speaker\_2: Okay, so I would have to contact them and talk to them about all my work hours and everything like that?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Okay. Okay, okay. Well, thank you 'cause I, I just... Like I said, I had that number texted to me and I just, you know, I just got this job. And so, I was, you know, wondering. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, so thank you.

Speaker speaker\_1: All right, you're welcome. I hope you have a great day.

Speaker speaker\_2: You too. Happy Halloween.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_3: Who'd you call? Who were you talking to?

Speaker speaker\_2: The number that was on the text.

Speaker speaker\_3: Oh, you're fucking stupid. You need to call fucking Surge.