

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? Hey, Stephanie, how you doing? This is, uh, Tiffany Harvey. Uh, looks like I did get a text from you guys probably about two, three weeks ago about, uh, auto... Some auto, like, enrollment. Mm-hmm. Okay. Uh, once I went to work, uh, yesterday, and which I'm, uh, for which I'm with, uh, with, uh, excuse me, uh, Surge Staffing, and, uh, so once I went there, I guess the contract they had with ABM, uh, that's who I was working with, ABM, out to Scottish Rite Hospital. So- Mm-hmm. ... I think, uh, w- uh, they said the, uh, contract with, uh, ABM will probably, not, not probably, but that would be, uh, more April or May will be the last day.

<|agent|><|en|> Okay, um, I have to- But missy, they will- Um, so were you trying to opt out or were you actually trying to enroll into their benefits through Surge? Uh, no, no. I don't want to enroll with the benefits because, um... Okay. Um, yeah, 'cause, uh, now, it's just where since, uh, I'm gonna just finish up real quick. So since, uh, they're gonna be, the last day, the, the 10th of, uh, for this next month. So now I guess, you know, the people that's already there, I guess the hospital has itself. You know, they gonna just go ahead and hire the people from, uh, ABM. Okay. Do you want me to go ahead and do the opt you out from the auto-enrollment then? 'Cause they do auto-enroll you into, um, a benefit. So if you want, I can go ahead and decline you from that auto-enrollment process. Yeah, because if I... Oh, that's benefits that you're talking about, right? For the benefits? Yes. Correct. Mm-hmm. And they- So if- ... us- Go ahead, sorry. They typic- they typically enroll you into a plan called the NEC Tele-RS, which is only a preventative plan. It only covers, like, well, physicals, some vaccines, some STD and cancer screenings, but it doesn't cover no doctor visits, sick, hospital visits if injured, urgent care, emergency room, nor surgeries. That's the one where they do the auto-enrollment. So if you don't want to be auto-enrolled, I would have to decline you before they enroll you. If not, they leave weekly deductions from your paycheck for it. No, uh, that's okay. Uh, you don't have to enroll me into that, you know. Okay. Okay? Um, I just need the last four of your Social so that I can go in there and decline you. 6603. And for security purposes, can you please verify the address that I have on file as well as your date of birth? Uh, 31070 5938. That's Hunt Club Run, Apartment B, North Cross Georgia 30093. Did you move? No. I have a different address. Well, at least you- unless you got the right Tiffany Harvey. Yeah, as in 6603? Um. Mm-mm. Did you s- you said- Wait. ... 705938? Uh, for what, what? Date of birth or what? No, for your address. It's 5938. Oh, okay. Gotcha. Okay. Hunt Club Run. Mm-hmm. Yes, ma'am. Okay. And, and then I have 7708155865 as your phone number. Yes, ma'am. Okay, and then due to the fact that the call is being recorded, you said that you wanted to opt out from the auto-enrollment. Is that correct? Yes, ma'am. Okay. I went ahead and proceeded with that declination. So you won't be enrolled into any of the plans if you don't wish to. Okay. I appreciate it. You're welcome. Did you have any other questions?

Uh, no, ma'am. That's all for today. All right. Well, I hope you have a great day. If you keep getting those messages, I would just ignore them because I went ahead and did your declination, um. Okay. And they're just reminders that all the new hires get. Okay. I appreciate it. All right. Well, I hope you have a great day. Okay. Thank you for your time. Bye then. Okay, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Stephanie, how you doing? This is, uh, Tiffany Harvey. Uh, looks like I did get a text from you guys probably about two, three weeks ago about, uh, auto... Some auto, like, enrollment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Uh, once I went to work, uh, yesterday, and which I'm, uh, for which I'm with, uh, with, uh, excuse me, uh, Surge Staffing, and, uh, so once I went there, I guess the contract they had with ABM, uh, that's who I was working with, ABM, out to Scottish Rite Hospital. So-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I think, uh, w- uh, they said the, uh, contract with, uh, ABM will probably, not, not probably, but that would be, uh, more April or May will be the last day.
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Speaker speaker_0: Okay, um, I have to-

Speaker speaker_1: But missy, they will-

Speaker speaker_0: Um, so were you trying to opt out or were you actually trying to enroll into their benefits through Surge?

Speaker speaker_1: Uh, no, no. I don't want to enroll with the benefits because, um...

Speaker speaker_0: Okay.

Speaker speaker_1: Um, yeah, 'cause, uh, now, it's just where since, uh, I'm gonna just finish up real quick. So since, uh, they're gonna be, the last day, the, the 10th of, uh, for this next month. So now I guess, you know, the people that's already there, I guess the hospital has itself. You know, they gonna just go ahead and hire the people from, uh, ABM.

Speaker speaker_0: Okay. Do you want me to go ahead and do the opt you out from the auto-enrollment then? 'Cause they do auto-enroll you into, um, a benefit. So if you want, I can go ahead and decline you from that auto-enrollment process.

Speaker speaker_1: Yeah, because if I... Oh, that's benefits that you're talking about, right? For the benefits?

Speaker speaker_0: Yes. Correct. Mm-hmm. And they-

Speaker speaker_1: So if-

Speaker speaker_0: ... us-

Speaker speaker_1: Go ahead, sorry.

Speaker speaker_0: They typic- they typically enroll you into a plan called the NEC Tele-RS, which is only a preventative plan. It only covers, like, well, physicals, some vaccines, some STD and cancer screenings, but it doesn't cover no doctor visits, sick, hospital visits if injured, urgent care, emergency room, nor surgeries. That's the one where they do the auto-enrollment. So if you don't want to be auto-enrolled, I would have to decline you before they enroll you. If not, they leave weekly deductions from your paycheck for it.

Speaker speaker_1: No, uh, that's okay. Uh, you don't have to enroll me into that, you know.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay?

Speaker speaker_0: Um, I just need the last four of your Social so that I can go in there and decline you.

Speaker speaker_1: 6603.

Speaker speaker_0: And for security purposes, can you please verify the address that I have on file as well as your date of birth?

Speaker speaker_1: Uh, 31070 5938. That's Hunt Club Run, Apartment B, North Cross Georgia 30093.

Speaker speaker_0: Did you move?

Speaker speaker_1: No.

Speaker speaker_0: I have a different address.

Speaker speaker_1: Well, at least you- unless you got the right Tiffany Harvey.

Speaker speaker_0: Yeah, as in 6603? Um.

Speaker speaker_1: Mm-mm.

Speaker speaker_0: Did you s- you said-

Speaker speaker_1: Wait.

Speaker speaker_0: ... 705938?

Speaker speaker_1: Uh, for what, what? Date of birth or what?

Speaker speaker_0: No, for your address.

Speaker speaker_1: It's 5938.

Speaker speaker_0: Oh, okay. Gotcha.

Speaker speaker_1: Okay.

Speaker speaker_0: Hunt Club Run.

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: Okay. And, and then I have 7708155865 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and then due to the fact that the call is being recorded, you said that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I went ahead and proceeded with that declination. So you won't be enrolled into any of the plans if you don't wish to.

Speaker speaker_1: Okay. I appreciate it.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: Uh, no, ma'am. That's all for today.

Speaker speaker_0: All right. Well, I hope you have a great day. If you keep getting those messages, I would just ignore them because I went ahead and did your declination, um.

Speaker speaker_1: Okay.

Speaker speaker_0: And they're just reminders that all the new hires get.

Speaker speaker_1: Okay. I appreciate it.

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

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you for your time.

Speaker speaker_1: Bye then. Okay, bye. Bye-bye.