

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, Stephanie. My name is Patrick Barnett. I work for Mohawk Golf Course in Tulsa, Oklahoma and we have a new management company to start with April 1st and it's through, like, American Staffing Corp who does our payroll. Okay. And she said after, she said after the first paycheck I need to call y'all to make sure that I cancel the insurance or they'll start holding it out next paycheck. Yeah. So I- it looks like that you participate in auto-enrollment. Did you want to go ahead and opt out from the auto-enrollment? Y- yes, I want to opt out of it. Okay. And then, um, can you please provide me your last four of your social? 7109. And then your first and last name, sir? Mm-hmm. Patrick, P-A-T-R-I-C-K, Barnett, B-A-R-N-A-T-T. Okay. Thank you. And then for security purposes, can you verify address and date of birth? Yeah. Address is... Hang on. Let me, let me get my driver's license. 1022 East 56th Street North, Tulsa, Oklahoma 74126. And my date of birth is 01/01/1965. I have 918-695-9968 as your, um, phone number and then barnettcompany@sbcglobal.net as your email? Mm-mmm. Yes, ma'am. Okay. So it looks like you already been opted out from the auto-enrollment back in March 11th, so they won't enroll you into any of the coverage, um, without your knowledge. Yeah, well, see, she told me to do that. So you've been opted out. Yeah. Well, she told me if we don't opt out after the paycheck, I opted out then. Yes. I know I did. Yeah. But she said if I don't opt out the day of the paycheck or after- Mm. ... they will start holding it out. Hm, no, no, no. The way it works is once you call to opt out, it's, you won't be enrolled in, in the auto-enrollment whatsoever. So you already did that, and since you did that, it stopped the auto-enrollment. Okay. All righty. That works for me then. Yep. So you're good. I don't need- You, you've been opted out already since the last time- I don't need no control number or anything? No. No, sir. No. Um, the only thing is that if you do want to enroll, it is your responsibility to call within those 30 days of having your first check- Right. ... to enroll. Now, since you've been opted out, they won't enroll you into anything, but if you did want to enroll, you would have to do it within the, that 30 days, um, deadline- Yeah. ... of your check or within company open enrollment. But you've been kicked out of the auto-enrollment already. I like being kicked out. Yeah. Yes, sir. Mm-hmm. No, I'm sorry. No. I appreciate you bunch, you know, all righty? All right. Have a nice day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, Stephanie. My name is Patrick Barnett. I work for Mohawk Golf Course in Tulsa, Oklahoma and we have a new management company to start with April 1st and it's through, like, American Staffing Corp who does our payroll.

Speaker speaker_0: Okay.

Speaker speaker_1: And she said after, she said after the first paycheck I need to call y'all to make sure that I cancel the insurance or they'll start holding it out next paycheck.

Speaker speaker_0: Yeah. So I- it looks like that you participate in auto-enrollment. Did you want to go ahead and opt out from the auto-enrollment?

Speaker speaker_1: Y- yes, I want to opt out of it.

Speaker speaker_0: Okay. And then, um, can you please provide me your last four of your social?

Speaker speaker_1: 7109.

Speaker speaker_0: And then your first and last name, sir? Mm-hmm.

Speaker speaker_1: Patrick, P-A-T-R-I-C-K, Barnett, B-A-R-N-A-T-T.

Speaker speaker_0: Okay. Thank you. And then for security purposes, can you verify address and date of birth?

Speaker speaker_1: Yeah. Address is... Hang on. Let me, let me get my driver's license. 1022 East 56th Street North, Tulsa, Oklahoma 74126. And my date of birth is 01/01/1965.

Speaker speaker_0: I have 918-695-9968 as your, um, phone number and then barnettcompany@sbcglobal.net as your email?

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

Speaker speaker_0: Okay. So it looks like you already been opted out from the auto-enrollment back in March 11th, so they won't enroll you into any of the coverage, um, without your knowledge.

Speaker speaker_1: Yeah, well, see, she told me to do that.

Speaker speaker_0: So you've been opted out.

Speaker speaker_1: Yeah. Well, she told me if we don't opt out after the paycheck, I opted out then.

Speaker speaker_0: Yes.

Speaker speaker_1: I know I did.

Speaker speaker_0: Yeah.

Speaker speaker_1: But she said if I don't opt out the day of the paycheck or after-

Speaker speaker_0: Mm.

Speaker speaker_1: ... they will start holding it out.

Speaker speaker_0: Hm, no, no, no. The way it works is once you call to opt out, it's, you won't be enrolled in, in the auto-enrollment whatsoever. So you already did that, and since you did that, it stopped the auto-enrollment.

Speaker speaker_1: Okay. All righty. That works for me then.

Speaker speaker_0: Yep. So you're good.

Speaker speaker_1: I don't need-

Speaker speaker_0: You, you've been opted out already since the last time-

Speaker speaker_1: I don't need no control number or anything?

Speaker speaker_0: No. No, sir.

Speaker speaker_1: No.

Speaker speaker_0: Um, the only thing is that if you do want to enroll, it is your responsibility to call within those 30 days of having your first check-

Speaker speaker_1: Right.

Speaker speaker_0: ... to enroll. Now, since you've been opted out, they won't enroll you into anything, but if you did want to enroll, you would have to do it within the, that 30 days, um, deadline-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of your check or within company open enrollment. But you've been kicked out of the auto-enrollment already.

Speaker speaker_1: I like being kicked out.

Speaker speaker_0: Yeah. Yes, sir. Mm-hmm.

Speaker speaker_1: No, I'm sorry. No. I appreciate you bunch, you know, all righty?

Speaker speaker_0: All right. Have a nice day.

Speaker speaker_1: You too. Thank you. Bye-bye.