

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Yes, um, I was calling to, uh, opt out of the medical. Okay. Yeah, that's fine. Um, what staffing agency are you with? Um, Surge. And what is the last four of your Social? 3645. And your first and last name, please? Um, Anthony Kidd. Okay. How long have you been working with them? Um, I just signed up. Okay, yeah. So, you're still not in our system since you just started. Um, we can do two things. Either I can go ahead and create a file for you. For that, I do, do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to call in throughout the week to see if we've received that file and then I'll be on there. Um, but it's your choice. Ok- Okay. So, so the lady told me at the onboarding, onboarding, I start assignment tomorrow. And she sat back and said that I had to call, you know, before... So how does that go? If, if you set up- So, they give you, they give you 30 days from the day that you receive your very first check to either opt out or enroll into any of the benefits. After those 30 days, if you don't call to opt out, you do get auto-enrolled. So it's 30 days from the day that you receive your first check. Um, but like I said, I can go ahead and create a file for you and opt you out now, but if you don't feel comfortable giving me your information over the phone, you're welcome to be calling throughout the week to see if we've received it already. Well, well, I can go ahead. I mean, that's no problem. Okay. All right. Let's see. It's loading. Sorry, my computer's slow today. Oh, no problem. All right. You're with Surge. And then, I need your Social, please. 276-72-3645. Thank you. And then your first name is Anthony. And then, was it King, the last name? Kidd. K-I-D-D. Okay. And then your address? 3933 East 188th Street, Cleveland, Ohio, and the zip is 44122. And then let me make sure I got that address right. Can you repeat it one more time? Did you say 3933 East 188th Street, Cleveland, Ohio, 44122? Yes, that's correct. Okay, thank you. All right. And then, what was your date of birth? Uh, 6/17/70. And then is this a good contact number to reach you, 216-288-5609? Yes. Okay. And then do you want to provide a email address? It's optional. Yes. AKidd, K-I-D-D, Toledo, T-O-L-E-D-O @aol.com. Okay, thank you. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes. All right. All right. I went ahead and proceeded with your declination. You have been opted out from the auto-enrollment. Did you have any questions for me? Uh, no. That's it. All right. Well, I hope you have a great day. Thank you for your time. Okay. And thank you. Thank you very much.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, um, I was calling to, uh, opt out of the medical.

Speaker speaker_0: Okay. Yeah, that's fine. Um, what staffing agency are you with?

Speaker speaker_1: Um, Surge.

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

Speaker speaker_1: 3645.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Um, Anthony Kidd.

Speaker speaker_0: Okay. How long have you been working with them?

Speaker speaker_1: Um, I just signed up.

Speaker speaker_0: Okay, yeah. So, you're still not in our system since you just started. Um, we can do two things. Either I can go ahead and create a file for you. For that, I do, do need your full Social, full address, date of birth, all that information. If you don't feel comfortable doing that, you're welcome to call in throughout the week to see if we've received that file and then I'll be on there. Um, but it's your choice.

Speaker speaker_1: Ok- Okay. So, so the lady told me at the onboarding, onboarding, I start assignment tomorrow. And she sat back and said that I had to call, you know, before... So how does that go? If, if you set up-

Speaker speaker_0: So, they give you, they give you 30 days from the day that you receive your very first check to either opt out or enroll into any of the benefits. After those 30 days, if you don't call to opt out, you do get auto-enrolled. So it's 30 days from the day that you receive your first check. Um, but like I said, I can go ahead and create a file for you and opt you out now, but if you don't feel comfortable giving me your information over the phone, you're welcome to be calling throughout the week to see if we've received it already.

Speaker speaker_1: Well, well, I can go ahead. I mean, that's no problem.

Speaker speaker_0: Okay. All right. Let's see. It's loading. Sorry, my computer's slow today.

Speaker speaker_1: Oh, no problem.

Speaker speaker_0: All right. You're with Surge. And then, I need your Social, please.

Speaker speaker_1: 276-72-3645.

Speaker speaker_0: Thank you. And then your first name is Anthony. And then, was it King, the last name?

Speaker speaker_1: Kidd. K-I-D-D.

Speaker speaker_0: Okay. And then your address?

Speaker speaker_1: 3933 East 188th Street, Cleveland, Ohio, and the zip is 44122.

Speaker speaker_0: And then let me make sure I got that address right. Can you repeat it one more time? Did you say 3933 East 188th Street, Cleveland, Ohio, 44122?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay, thank you. All right. And then, what was your date of birth?

Speaker speaker_1: Uh, 6/17/70.

Speaker speaker_0: And then is this a good contact number to reach you, 216-288-5609?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then do you want to provide a email address? It's optional.

Speaker speaker_1: Yes. AKidd, K-I-D-D, Toledo, T-O-L-E-D-O @aol.com.

Speaker speaker_0: Okay, thank you. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. All right. I went ahead and proceeded with your declination. You have been opted out from the auto-enrollment. Did you have any questions for me?

Speaker speaker_1: Uh, no. That's it.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: Okay. And thank you. Thank you very much.