

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You can go leave him. Hi, you've called Stephanie. How can I assist you? Hi, my name's Martha Soto and I work through Crown Staffing and I put that I wanted insurance. I wanted to pick a plan, please. Okay. Um, what are the last four of your Social? 2423. 2423? 2423. I'm sorry, you said 2423? Yes. Okay. So, I still don't see your file, Martha. Um, how long have you been with them? This is my first week of work. Okay, that's why. Um, so either, you can do two things. Either you can wait for us to receive, um, your file with your information or I can go ahead and create one, but I would need your full Social as well as your full address and all that information, so whatever makes you feel more comfortable. Okay, when should I call back? You could be calling throughout the week. I wouldn't be able to really tell you when we would be able to receive that. Um, you're welcome to call throughout the week, though. Okay, and I have another question. When we... My husband also works through there, and we both filled out that we wanted the insurance. He doesn't want to accept the insurance because we're gonna do the employee spouse because it's a little bit cheaper. Okay, um, give me one second. Let me see if they auto enroll him to anything. They do. Wait, you said you worked with Cr- Crown Services, correct? Correct. Okay, so Crown does auto enroll their members into one of the plans. Um, if I have... Is, is he there? Yeah, he's right here. 'Cause I would need, 'cause I would need to speak to him, or he would have to give me permission to speak to you. Yeah, he'd have to give permission for his wife, I believe. Okay. Um, what's his, the last four of his Social? 9870. 40 miles east. 40 miles east... And then his first and last name? Antonio Soto. Who was trying to text me. Yeah. I'm sorry, what was that first name? Antonio. Antonio. Okay, so we don't have his stuff as well. Um, like I said, we could go ahead and create a file or you guys could be calling throughout the week, um, but you would have to remember to opt him out because they do auto enroll their members into one of the plans. Okay. Um, can we just create his file then and opt him out? Yeah. Okay. Um. Okay. Probably want to check your information or you ran it. Yeah. Okay, it's with Crown and then, what is the entire Social? 585-81-9870. Rescue her. And then you said Antonio Soto? Yes, yes. You want to miss something out of the bill. You and I collect? So you ain't got no S.T.? We don't stand. And then what is the address? 123 Meadow Lane. That's where we're at. Yeah, that's where we're at. And it's North Vernon, Indiana 47265. She tried to explain herself. She said, "Did somebody else call 923?" That's right. Find them a residence. They didn't. So, 916-85. And then the date of birth? 3/16/85. Okay. What's a good phone number? For him, it's 451-3308. They got cell phone. Yeah. Okay, okay. And then would you like to provide an email address? Do you want your email on there? Yeah, it's tonyosoto0315@gmail. It's there. 2020. Thank you, Daddy. Because he's the chief. Now, look here. You call me? So, that's my mom. Hey, when he going nowhere... Okay, and due to the fact that the call is being recorded, he stated that he

wanted to opt out from receiving the auto enrollment. Is that correct? Yes. Okay. Okay, I went ahead and declined that auto enroll. Um, do you have any more questions, though, for me? No, I do not. Thank you, though. You're welcome. Have a nice day. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You can go leave him.

Speaker speaker_2: Hi, you've called Stephanie. How can I assist you?

Speaker speaker_3: Hi, my name's Martha Soto and I work through Crown Staffing and I put that I wanted insurance. I wanted to pick a plan, please.

Speaker speaker_2: Okay. Um, what are the last four of your Social?

Speaker speaker_3: 2423.

Speaker speaker_1: 2423?

Speaker speaker_3: 2423.

Speaker speaker_2: I'm sorry, you said 2423?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. So, I still don't see your file, Martha. Um, how long have you been with them?

Speaker speaker_3: This is my first week of work.

Speaker speaker_2: Okay, that's why. Um, so either, you can do two things. Either you can wait for us to receive, um, your file with your information or I can go ahead and create one, but I would need your full Social as well as your full address and all that information, so whatever makes you feel more comfortable.

Speaker speaker_3: Okay, when should I call back?

Speaker speaker_2: You could be calling throughout the week. I wouldn't be able to really tell you when we would be able to receive that. Um, you're welcome to call throughout the week, though.

Speaker speaker_3: Okay, and I have another question. When we... My husband also works through there, and we both filled out that we wanted the insurance. He doesn't want to accept the insurance because we're gonna do the employee spouse because it's a little bit cheaper.

Speaker speaker_2: Okay, um, give me one second. Let me see if they auto enroll him to anything. They do. Wait, you said you worked with Cr- Crown Services, correct?

Speaker speaker_3: Correct.

Speaker speaker_2: Okay, so Crown does auto enroll their members into one of the plans. Um, if I have... Is, is he there?

Speaker speaker_3: Yeah, he's right here.

Speaker speaker_2: 'Cause I would need, 'cause I would need to speak to him, or he would have to give me permission to speak to you.

Speaker speaker_4: Yeah, he'd have to give permission for his wife, I believe.

Speaker speaker_2: Okay. Um, what's his, the last four of his Social?

Speaker speaker_3: 9870.

Speaker speaker_1: 40 miles east. 40 miles east...

Speaker speaker_2: And then his first and last name?

Speaker speaker_3: Antonio Soto.

Speaker speaker_1: Who was trying to text me. Yeah.

Speaker speaker_2: I'm sorry, what was that first name?

Speaker speaker_3: Antonio. Antonio.

Speaker speaker_2: Antonio. Okay, so we don't have his stuff as well. Um, like I said, we could go ahead and create a file or you guys could be calling throughout the week, um, but you would have to remember to opt him out because they do auto enroll their members into one of the plans.

Speaker speaker_3: Okay. Um, can we just create his file then and opt him out?

Speaker speaker_2: Yeah. Okay. Um.

Speaker speaker_3: Okay.

Speaker speaker_1: Probably want to check your information or you ran it. Yeah.

Speaker speaker_2: Okay, it's with Crown and then, what is the entire Social?

Speaker speaker_3: 585-81-9870.

Speaker speaker_1: Rescue her.

Speaker speaker_2: And then you said Antonio Soto?

Speaker speaker_3: Yes, yes.

Speaker speaker_1: You want to miss something out of the bill. You and I collect? So you ain't got no S.T.? We don't stand.

Speaker speaker_2: And then what is the address?

Speaker speaker_3: 123 Meadow Lane.

Speaker speaker_1: That's where we're at. Yeah, that's where we're at.

Speaker speaker_3: And it's North Vernon, Indiana 47265.

Speaker speaker_1: She tried to explain herself. She said, "Did somebody else call 923?" That's right. Find them a residence. They didn't. So, 916-85.

Speaker speaker_2: And then the date of birth?

Speaker speaker_3: 3/16/85.

Speaker speaker_1: Okay.

Speaker speaker_2: What's a good phone number?

Speaker speaker_3: For him, it's 451-3308.

Speaker speaker_1: They got cell phone. Yeah. Okay, okay.

Speaker speaker_2: And then would you like to provide an email address?

Speaker speaker_3: Do you want your email on there? Yeah, it's tonysoto0315@gmail.

Speaker speaker_1: It's there. 2020. Thank you, Daddy. Because he's the chief. Now, look here. You call me? So, that's my mom. Hey, when he going nowhere...

Speaker speaker_2: Okay, and due to the fact that the call is being recorded, he stated that he wanted to opt out from receiving the auto enrollment. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Okay, I went ahead and declined that auto enroll. Um, do you have any more questions, though, for me?

Speaker speaker_3: No, I do not. Thank you, though.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_3: You, too. Bye-bye.