

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center Call. My name is Stephanie. How can I assist you? Uh, yes, this is Lori Jones and I'm, uh, working right now through Crown Services. And I got a text for my benefits to call about that. Okay. What does the text say? Um... Hang on. It says... Hang on. Were you trying to enroll or were you trying to opt out? It says, "You will be opting into benefits within 30 days. Call BIC at... To make changes before your window closes." Okay. Um, did you want to enroll or did you want to opt in? I want to opt out. Okay. What is the last four of your Social? 8368. Thank you. And your first and last name, please. Lori, L-O-R-I. Jones, J-O-N-E-S. Okay. For security purposes, can you verify your address and date of birth? 905 Franklin Road, Apartment 1, Lebanon, Ohio 45036. And my date of birth is March 30th, 1966. Okay. Is 513-702-0375 your phone number? It is. And then I have lori.jones30@gmail.com. Is that up to date? That's correct. Okay. Thank you. All right. And then due to the call being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yeah, all of the benefits. Okay. 'Cause I've accepted a permanent position. Okay. And my benefits will be starting March 1st. Gotcha. Okay, I went ahead and proceeded with the declination. Um, did you have any questions? Do I need to do anything else, or no? No, ma'am. You don't. Okay. All right. Well, thank you so much. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, this is Lori Jones and I'm, uh, working right now through Crown Services. And I got a text for my benefits to call about that.

Speaker speaker_0: Okay. What does the text say?

Speaker speaker_1: Um... Hang on. It says... Hang on.

Speaker speaker_0: Were you trying to enroll or were you trying to opt out?

Speaker speaker_1: It says, "You will be opting into benefits within 30 days. Call BIC at... To make changes before your window closes."

Speaker speaker_0: Okay. Um, did you want to enroll or did you want to opt in?

Speaker speaker_1: I want to opt out.

Speaker speaker_0: Okay. What is the last four of your Social?

Speaker speaker_1: 8368.

Speaker speaker_0: Thank you. And your first and last name, please.

Speaker speaker_1: Lori, L-O-R-I. Jones, J-O-N-E-S.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 905 Franklin Road, Apartment 1, Lebanon, Ohio 45036. And my date of birth is March 30th, 1966.

Speaker speaker_0: Okay. Is 513-702-0375 your phone number?

Speaker speaker_1: It is.

Speaker speaker_0: And then I have lori.jones30@gmail.com. Is that up to date?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Thank you. All right. And then due to the call being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yeah, all of the benefits.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I've accepted a permanent position.

Speaker speaker_0: Okay.

Speaker speaker_1: And my benefits will be starting March 1st.

Speaker speaker_0: Gotcha. Okay, I went ahead and proceeded with the declination. Um, did you have any questions?

Speaker speaker_1: Do I need to do anything else, or no?

Speaker speaker_0: No, ma'am. You don't.

Speaker speaker_1: Okay. All right. Well, thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.