

## **Transcript: Estefania**

**Acevedo-6612798267899904-5101242677903360**

### **Full Transcript**

Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Hey, I need to decline coverage, um, for the Benefits- Okay. ... Center Card, please. Let me... All right, what staffing agency do you work for? Um, TempStaff with CMPDD. Okay, Temp... And what are the last four of your Social? 8647. For security purposes, can you verify your address and date of birth? Uh, it's 2484 Stancil Drive, Smithville, Mississippi 39664, and date of birth is 5/3/'87. Okay, thank you. All right. Okay, and then you have the same phone number still? It's 601-754-4712? Yes, ma'am. All right. The... I was gonna let you know that TempStaff doesn't participate in any type of auto enrollment. So, if you don't wanna enroll, you don't really have to do anything. But if it makes you feel better- Mm-hmm. ... I can still decline you in our system. Yeah, I mean, that's fine, yeah, 'cause I was just gonna use the coverage that we have available and not add anything extra. Yeah, 'cause they don't enroll their n- new hires into any of the plans. So, you would actually have to- Oh. ... call yourself and say, "Hey, I want this, this, this and that." But, um- Okay, gotcha. ... you don't have any coverage and they won't enroll you into anything. But I went ahead either way and declined your coverage. If you do receive messages regarding, um, personal open enrollment, I would just ignore them because I- Okay. ... already declined you. If you did wanna enroll, um, however, your last day to do so would be, oh, today, so... Yeah. But you're declined, okay? All right, thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, I need to decline coverage, um, for the Benefits-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... Center Card, please.

Speaker speaker\_0: Let me... All right, what staffing agency do you work for?

Speaker speaker\_1: Um, TempStaff with CMPDD.

Speaker speaker\_0: Okay, Temp... And what are the last four of your Social?

Speaker speaker\_1: 8647.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Uh, it's 2484 Stancil Drive, Smithville, Mississippi 39664, and date of birth is 5/3/'87.

Speaker speaker\_0: Okay, thank you. All right. Okay, and then you have the same phone number still? It's 601-754-4712?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. The... I was gonna let you know that TempStaff doesn't participate in any type of auto enrollment. So, if you don't wanna enroll, you don't really have to do anything. But if it makes you feel better-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I can still decline you in our system.

Speaker speaker\_1: Yeah, I mean, that's fine, yeah, 'cause I was just gonna use the coverage that we have available and not add anything extra.

Speaker speaker\_0: Yeah, 'cause they don't enroll their n- new hires into any of the plans. So, you would actually have to-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... call yourself and say, "Hey, I want this, this, this and that." But, um-

Speaker speaker\_1: Okay, gotcha.

Speaker speaker\_0: ... you don't have any coverage and they won't enroll you into anything. But I went ahead either way and declined your coverage. If you do receive messages regarding, um, personal open enrollment, I would just ignore them because I-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... already declined you. If you did wanna enroll, um, however, your last day to do so would be, oh, today, so...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: But you're declined, okay?

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.