

Transcript: Francesca

Baez-5016337433182208-4591171171467264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Yes, I just get this text on my phone. What is this? What does the text message say? Um, about... what is it about? I'm sorry? What is it about? Oh, yes. Um- What is it about? Yes, ma'am. In order for me to answer that I will need you to please read the message, if you don't mind. We don't have access to it. It says, it says, "Welcome to Integrity. Unless you opt out, you'll be enrolled in the MC 10-0-4 30 days from your first paycheck." So they're advising in regards to their company policy. They have a auto enrollment into a medical preventative care plan, which is what that MC is. Mm-hmm. Our information is there since we administer their benefits in the event that you would like to decline them or look into other benefits that they may be offering. No, I don't want no benefits. Okay. Would you like to decline auto enrollment? Yeah. What are the last four of your Social? 1970. And the last name? Sebastian. Could you please verify your mailing address and date of birth for me? 5010 South Ada, Chicago, Illinois 60609, 9-13-79. We have your best phone number as 773-314-6899? Yeah. Okay. And we have your email down as first and last name five nine at gmail.com? Yeah. So you actually already declined at the start of the year due in January. Oh, did I? Their system doesn't have a way to filter out the people that have already processed a declination. Mm-hmm. So that would be the reason why you should receive a text message. Oh, okay. All right. But at the moment, you won't be enrolled unless you specifically call in and request it. Okay. All right. Well, is there anything else that I can assist you with today? No. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I just get this text on my phone. What is this?

Speaker speaker_1: What does the text message say?

Speaker speaker_2: Um, about... what is it about?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: What is it about?

Speaker speaker_1: Oh, yes. Um-

Speaker speaker_2: What is it about?

Speaker speaker_1: Yes, ma'am. In order for me to answer that I will need you to please read the message, if you don't mind. We don't have access to it.

Speaker speaker_2: It says, it says, "Welcome to Integrity. Unless you opt out, you'll be enrolled in the MC 10-0-4 30 days from your first paycheck."

Speaker speaker_1: So they're advising in regards to their company policy. They have a auto enrollment into a medical preventative care plan, which is what that MC is.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Our information is there since we administer their benefits in the event that you would like to decline them or look into other benefits that they may be offering.

Speaker speaker_2: No, I don't want no benefits.

Speaker speaker_1: Okay. Would you like to decline auto enrollment?

Speaker speaker_2: Yeah.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 1970.

Speaker speaker_1: And the last name?

Speaker speaker_2: Sebastian.

Speaker speaker_1: Could you please verify your mailing address and date of birth for me?

Speaker speaker_2: 5010 South Ada, Chicago, Illinois 60609, 9-13-79.

Speaker speaker_1: We have your best phone number as 773-314-6899?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And we have your email down as first and last name five nine at gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: So you actually already declined at the start of the year due in January.

Speaker speaker_2: Oh, did I?

Speaker speaker_1: Their system doesn't have a way to filter out the people that have already processed a declination.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that would be the reason why you should receive a text message.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. But at the moment, you won't be enrolled unless you specifically call in and request it.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything else that I can assist you with today?

Speaker speaker_2: No.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you.