

## Transcript: Francesca

**Baez-5393285682216960-4992248043454464**

### Full Transcript

Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today? Yes, um, I did some onboarding papers, and I was trying to, um, opt out of the insurance. The coverage, ma'am? Huh? Yes, ma'am. I was asking if you're trying to opt out of the coverage. Yeah, I'm trying to opt out of it. Yes. Okay. Let's see if we have your filed. What staffing company do you work with? Uh, it's for American Staff Corp. What are the last four of the Social? Four, nine, two, two. So that information has now been sent over to my system. Okay. In order to decline coverage, I will need to open an account. That will give you two options. We can either go ahead and open the account, but I do need your full Social. Mm-hmm. If you do not feel comfortable providing it on a line that's recorded, the second option will be calling in throughout the day. Either way, with their auto enrollment, it's not gonna take effect right away 'cause you do have to start working. And then once you receive your first paycheck, you have 30 days after that first paycheck to decline it. You guys can go in there and find a seat and sit down. Yeah, I just want to, uh- Or hang out, wherever you're at, okay? Yeah, I just want to make sure that I'm not opting to it. I want, I don't want to know medical benefit. I understand, ma'am. That's why I said you have two options. We can either make the account but I need your full Social. If you don't feel comfortable providing it on a recorded line, then it will be you calling in throughout the days to see when we get that information. Due to the fact that American Staff Corp's system is separate from us, we're not with the staffing company, we're simply their account administrators for only the health benefits. So our system and theirs is different. We don't have access to your account as of yet. We will need to make one. For that, I need the full Social. Once again, if you don't feel comfortable providing it, then it will be calling in throughout the week to see when that information will get to us. So when I give it to you, then what would I have to do? We'll just have to create the account. Among the information that I'm gonna ask you to provide, it will be the full Social, your address, date of birth, contact information and such. Okay. That's fine. Okay. What is the full Social? Four, four, two, eight, two, four, nine, two, two. What is the first name? Shayla, S-H-A-Y-L-A. Jackson. What is your mailing address? 7835 East King Place, Tulsa, Oklahoma 74115. <<?>> What city and state is that at? Huh? Yes, ma'am, what is the city and the state? Tulsa, Oklahoma 74115. Here we go. What is your date of birth? June 12th, 1983. June 1983, correct? June. June 12th, 1983. June 12th, 1983? Okay. Yeah. And what would be a good number to call you if needed? 918-428-5740. And then the last thing, do you want me to put an email address or leave it with no email address for now? You say what? Yes, ma'am. Do you want to leave an email address on the account or leave it with no email address? Uh, email. Go ahead. Uh, it's my first and last name. 1977@gmail.com. Everything is in lowercase letters. All right, so it should be ShaylaJackson1977@gmail.com? Yes. You think calling the email address will work? Yes, it happens maybe. ??? All right, so the account was made well,

and then the other thing I need would be a verbal disclosure that today you would like to decline auto enrollment as well as their coverage with American Staff Corp. Correct? No. You say what now? Yes, ma'am. I'm saying I just need the verbal disclosure that today you're asking to be opted out of auto enrollment and decline the health benefits with American Staff Corp. Correct? Correct. All right, so you are all set, Ms. Jackson. I went ahead and opted you out. Now, when you do start working with them and get your first paycheck, their system is gonna put you into a contact list. They're gonna be sending you a message, an email, or a phone call, uh, with an automated system saying that you are going to be auto enrolled. You can simply ignore it. Their system doesn't have a way to filter who has already declined and who has not. So am I gonna be charged for it? No, ma'am. You will not. The only reason why I'm saying it is 'cause a lot of members that call, like yourself, early on to opt out still get the message and get confused and think that they are going to be deducted and enrolled. You are not going to. Okay. Okay. So everything is good now? Yes, ma'am. You are all set. Okay. The only way you could have medical benefits with American Staff Corp is if you call in yourself to ask for them or fill a form. Oh, okay. Okay. All right. Well, is there anything else- Okay, thank you. ... that I can assist you with? No, this is it. All right. It was a pleasure helping you today. I hope you have a wonderful rest of your day. Thank you, you too. Bye-bye. <<?>>

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, um, I did some onboarding papers, and I was trying to, um, opt out of the insurance.

Speaker speaker\_0: The coverage, ma'am?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Yes, ma'am. I was asking if you're trying to opt out of the coverage.

Speaker speaker\_1: Yeah, I'm trying to opt out of it. Yes.

Speaker speaker\_0: Okay. Let's see if we have your filed. What staffing company do you work with?

Speaker speaker\_1: Uh, it's for American Staff Corp.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: Four, nine, two, two.

Speaker speaker\_0: So that information has now been sent over to my system.

Speaker speaker\_1: Okay.

Speaker speaker\_0: In order to decline coverage, I will need to open an account. That will give you two options. We can either go ahead and open the account, but I do need your full

Social.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If you do not feel comfortable providing it on a line that's recorded, the second option will be calling in throughout the day. Either way, with their auto enrollment, it's not gonna take effect right away 'cause you do have to start working. And then once you receive your first paycheck, you have 30 days after that first paycheck to decline it.

Speaker speaker\_2: You guys can go in there and find a seat and sit down.

Speaker speaker\_1: Yeah, I just want to, uh-

Speaker speaker\_2: Or hang out, wherever you're at, okay?

Speaker speaker\_1: Yeah, I just want to make sure that I'm not opting to it. I want, I don't want to know medical benefit.

Speaker speaker\_0: I understand, ma'am. That's why I said you have two options. We can either make the account but I need your full Social. If you don't feel comfortable providing it on a recorded line, then it will be you calling in throughout the days to see when we get that information. Due to the fact that American Staff Corp's system is separate from us, we're not with the staffing company, we're simply their account administrators for only the health benefits. So our system and theirs is different. We don't have access to your account as of yet. We will need to make one. For that, I need the full Social. Once again, if you don't feel comfortable providing it, then it will be calling in throughout the week to see when that information will get to us.

Speaker speaker\_1: So when I give it to you, then what would I have to do?

Speaker speaker\_0: We'll just have to create the account. Among the information that I'm gonna ask you to provide, it will be the full Social, your address, date of birth, contact information and such.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: Okay. What is the full Social?

Speaker speaker\_1: Four, four, two, eight, two, four, nine, two, two.

Speaker speaker\_0: What is the first name?

Speaker speaker\_1: Shayla, S-H-A-Y-L-A. Jackson.

Speaker speaker\_0: What is your mailing address?

Speaker speaker\_1: 7835 East King Place, Tulsa, Oklahoma 74115.

Speaker speaker\_3: <<?>>

Speaker speaker\_0: What city and state is that at?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Yes, ma'am, what is the city and the state?

Speaker speaker\_1: Tulsa, Oklahoma 74115.

Speaker speaker\_0: Here we go. What is your date of birth?

Speaker speaker\_1: June 12th, 1983.

Speaker speaker\_0: June 1983, correct?

Speaker speaker\_1: June. June 12th, 1983.

Speaker speaker\_0: June 12th, 1983? Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And what would be a good number to call you if needed?

Speaker speaker\_1: 918-428-5740.

Speaker speaker\_0: And then the last thing, do you want me to put an email address or leave it with no email address for now?

Speaker speaker\_1: You say what?

Speaker speaker\_0: Yes, ma'am. Do you want to leave an email address on the account or leave it with no email address?

Speaker speaker\_1: Uh, email.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Uh, it's my first and last name. 1977@gmail.com. Everything is in lowercase letters.

Speaker speaker\_0: All right, so it should be ShaylaJackson1977@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_3: You think calling the email address will work? Yes, it happens maybe. ???

Speaker speaker\_0: All right, so the account was made well, and then the other thing I need would be a verbal disclosure that today you would like to decline auto enrollment as well as their coverage with American Staff Corp. Correct?

Speaker speaker\_1: No. You say what now?

Speaker speaker\_0: Yes, ma'am. I'm saying I just need the verbal disclosure that today you're asking to be opted out of auto enrollment and decline the health benefits with American Staff Corp. Correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right, so you are all set, Ms. Jackson. I went ahead and opted you out. Now, when you do start working with them and get your first paycheck, their system is gonna put you into a contact list. They're gonna be sending you a message, an email, or a phone call, uh, with an automated system saying that you are going to be auto enrolled. You can simply ignore it. Their system doesn't have a way to filter who has already declined and who has not.

Speaker speaker\_1: So am I gonna be charged for it?

Speaker speaker\_0: No, ma'am. You will not. The only reason why I'm saying it is 'cause a lot of members that call, like yourself, early on to opt out still get the message and get confused and think that they are going to be deducted and enrolled. You are not going to.

Speaker speaker\_1: Okay. Okay. So everything is good now?

Speaker speaker\_0: Yes, ma'am. You are all set.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The only way you could have medical benefits with American Staff Corp is if you call in yourself to ask for them or fill a form.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: All right. Well, is there anything else-

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: ... that I can assist you with?

Speaker speaker\_1: No, this is it.

Speaker speaker\_0: All right. It was a pleasure helping you today. I hope you have a wonderful rest of your day.

Speaker speaker\_1: Thank you, you too.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_3: <<?>>