

Transcript: Francesca

Baez-5730166881173504-5052570694631424

Full Transcript

Thank you for calling by 9-8-7-1. My name is Francesca. How can I assist you today? Um, I received a text through work and it said that I'm being enrolled in benefits from the court, but I wanted to decline. What are the last four of your Social and the last name? 9689 Stewart. Please verify your mailing address and date of birth to make sure I have located the correct account. 107 6775. Hello? We have this phone number to reach you down as 478-228-1218. Mm-hmm. We have your email down as your first initial, the last name, 1345 @gmail.com. Mm-hmm. For the purpose of the line being... Oh. Hmm. So actually, Mr. Stewart, your declination was processed already. Um, we received the form you filled out February 13, 2025, where you declined the coverage already. Mm-hmm. So they did process the declination. The only thing missing was opting you out of auto enrollment, and I went ahead and already put you on that list. Okay. So you're going to be all set. Um, however, since you still have time on your personal enrollment period, their system's still going to be sending you text messages, emails or calls telling you that you are going to be auto-enrolled. You can ignore it. Any system doing the, the notice itself so it doesn't have a way to filter from that contact list who declined or canceled already. Okay. Okay. I just keep getting the text, so I was just trying to cover my bases. Of course. Was there anything else we can assist you with today? No, you did a wonderful job. It was my pleasure. I hope you have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling by 9-8-7-1. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, I received a text through work and it said that I'm being enrolled in benefits from the court, but I wanted to decline.

Speaker speaker_0: What are the last four of your Social and the last name?

Speaker speaker_1: 9689 Stewart.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have located the correct account.

Speaker speaker_1: 107 6775. Hello?

Speaker speaker_0: We have this phone number to reach you down as 478-228-1218.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have your email down as your first initial, the last name, 1345@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: For the purpose of the line being... Oh. Hmm. So actually, Mr. Stewart, your declination was processed already. Um, we received the form you filled out February 13, 2025, where you declined the coverage already.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So they did process the declination. The only thing missing was opting you out of auto enrollment, and I went ahead and already put you on that list.

Speaker speaker_1: Okay.

Speaker speaker_0: So you're going to be all set. Um, however, since you still have time on your personal enrollment period, their system's still going to be sending you text messages, emails or calls telling you that you are going to be auto-enrolled. You can ignore it. Any system doing the, the notice itself so it doesn't have a way to filter from that contact list who declined or canceled already.

Speaker speaker_1: Okay. Okay. I just keep getting the text, so I was just trying to cover my bases.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, you did a wonderful job.

Speaker speaker_0: It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.