Transcript: Franchesca Baez-5757529116590080-5090876775153664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o' 4. My name is Francesca. How can I assist you today? Yes, ma'am. My name is LeVarne Kesner, and I received a email from my employer saying that there was something about some insurance or something like that. And I just wanted to, um, call to con- um, decline because I already have insurance. Okay. Let's take a look at the account. What are the last four of the social and the staffing company you're with? 8939 and it's, um, Mega4 Staffing. And for security purposes, can you please verify the mailing address and date of birth? The mailing address is 902 Godwin Avenue, Lumberton, North Carolina 28358. And you said the date of birth is 4-17-66. All right. I have reference number 336-267-5921. Yes, ma'am. And we have your email down as your first name last initial six two six at gmail.com? Yes, ma'am. Okay, so your... So we're reaching out to you in regards to a text message you replied back to saying you wanted to decline. We were just calling to let you know you have already declined. Um, on October 8th, 2024, you filled out a form stating that you did not- Oh. ... want to participate in insurance. So your declination was already processed. Okay, hun. All right, thank you so much for that. Yeah, 'cause I remember doing that, and that's why I was calling for that. And know why I was getting the email, but yes, thank you, ma'am. I appreciate that. Of course. This system could still possibly send you text messages and emails as a courtesy reminder to opt out of the auto enrollment. But you can simply ignore it. It just doesn't have a way to filter who has already declined and who hasn't from the contact list unfortunately. Okay. Oh, that's okay. Yes, ma'am. Well, thank you so much for your time. I hope you have a wonderful rest of your day, and I appreciate you returning the call. You're welcome, honey. You have a blessed rest of your week and weekend. Thank you. You too. Bye-bye. Bye-bye.

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 o' 4. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. My name is LeVarne Kesner, and I received a email from my employer saying that there was something about some insurance or something like that. And I just wanted to, um, call to con- um, decline because I already have insurance.

Speaker speaker_1: Okay. Let's take a look at the account. What are the last four of the social and the staffing company you're with?

Speaker speaker_2: 8939 and it's, um, Mega4 Staffing.

Speaker speaker_1: And for security purposes, can you please verify the mailing address and date of birth?

Speaker speaker_2: The mailing address is 902 Godwin Avenue, Lumberton, North Carolina 28358. And you said the date of birth is 4-17-66.

Speaker speaker_1: All right. I have reference number 336-267-5921.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as your first name last initial six two six at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so your... So we're reaching out to you in regards to a text message you replied back to saying you wanted to decline. We were just calling to let you know you have already declined. Um, on October 8th, 2024, you filled out a form stating that you did not-

Speaker speaker_2: Oh.

Speaker speaker_1: ... want to participate in insurance. So your declination was already processed.

Speaker speaker_2: Okay, hun. All right, thank you so much for that. Yeah, 'cause I remember doing that, and that's why I was calling for that. And know why I was getting the email, but yes, thank you, ma'am. I appreciate that.

Speaker speaker_1: Of course. This system could still possibly send you text messages and emails as a courtesy reminder to opt out of the auto enrollment. But you can simply ignore it. It just doesn't have a way to filter who has already declined and who hasn't from the contact list unfortunately.

Speaker speaker_2: Okay. Oh, that's okay.

Speaker speaker_1: Yes, ma'am. Well, thank you so much for your time. I hope you have a wonderful rest of your day, and I appreciate you returning the call.

Speaker speaker_2: You're welcome, honey. You have a blessed rest of your week and weekend.

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_2: Bye-bye.