

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit to Know card. My name is Francesca. How can I assist you today? Yes, ma'am. I was calling to opt out of it. What staffing company do you work with? Third Staffing. What are the last four of your Social? 0839. And your last name? Ross. To make sure I'm on the right account, can you please verify your mailing address and your date of birth? Uh, my mailing address, I don't know if it's changed on it, but it was 588 Welcome Road. And my date of birth is 03/11/1996. What is the new address? Uh, it is... All right, give me one second. The new address is 912 Main Street Northeast Hanceville, Alabama. Okay. So that's the one where they have the 912 Main Street. We have your email down as 256-338-4979. Yes, that one. And we have your email down as fcyd06@gmail.com. Mm-hmm. So you actually already declined. The auto enrollment only takes effect when you're a new hire. As of right now, you're considered a rehire. However, the issue is that their system doesn't have a way to filter who already declined and who hasn't. All right. Thank you. Of course. I hope you have a wonderful rest of your day. Thank you for giving us a call today. Okay, 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 Benefit to Know card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. I was calling to opt out of it.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Third Staffing.

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

Speaker speaker_2: 0839.

Speaker speaker_1: And your last name?

Speaker speaker_2: Ross.

Speaker speaker_1: To make sure I'm on the right account, can you please verify your mailing address and your date of birth?

Speaker speaker_2: Uh, my mailing address, I don't know if it's changed on it, but it was 588 Welcome Road. And my date of birth is 03/11/1996.

Speaker speaker_1: What is the new address?

Speaker speaker_2: Uh, it is... All right, give me one second. The new address is 912 Main Street Northeast Hanceville, Alabama.

Speaker speaker_1: Okay. So that's the one where they have the 912 Main Street. We have your email down as 256-338-4979.

Speaker speaker_2: Yes, that one.

Speaker speaker_1: And we have your email down as fcyd06@gmail.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you actually already declined. The auto enrollment only takes effect when you're a new hire. As of right now, you're considered a rehire. However, the issue is that their system doesn't have a way to filter who already declined and who hasn't.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day. Thank you for giving us a call today.

Speaker speaker_2: Okay, bye-bye.