

## Transcript: Francesca

**Baez-5881769660563456-6280377857785856**

### Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Francesca, how can I assist you today? How you doing? Hey, um, I was, um, wondering... I had, uh... I was wondering, I need to opt out of the benefits. Uh, I recently started, um, working through you guys, and I was, um, trying to opt through... opt out through the benefits. Okay. Um, I do want to clarify, we're not your staffing company, sir. We only administer the health insurance of the staffing company. Oh, okay. I'm sorry. Mm-hmm. No, it's okay. Which staffing company do you work with? Uh, it's Crown, Crown Services. Uh, that's the- What are the last four of your Social? One second. I'm so sorry. Let, let me pull it. I got that right here. That's okay. I-t-t-t-t 4930. And what is your last name? Gumz, G-u-m-z. For security purposes and to make sure that I have the right account, can you verify your mailing address and date of birth for me please? It should be, uh, 03/04/2006, and the mailing address should be 5376 Edger, E-d-g-e-r Drive. I have desk contact 513-907-0376. Yep, that's me. I have your email down as your first name, c, last name @gmail.com? Yep. And lastly, for the purpose of the line being recorded, you stated you would like to decline adult enrollment at Crown Services and decline their coverage at the moment, correct? Yes, ma'am. All right. So I went ahead and processed that declination. There's a possibility their system might send you one to two more notices to call in to decline. You can simply ignore it. Okay. It doesn't have a way to filter who has already declined or canceled coverage. Okay. So it still sends out those notices to everyone in that list of contacts. All right. All right. Was there anything else we can assist you with today? Nope, that's it. Thank you so much. Of course. It was my pleasure. Hope you have a wonderful rest of your day. All right. You too.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. My name is Francesca, how can I assist you today?

Speaker speaker\_1: How you doing? Hey, um, I was, um, wondering... I had, uh... I was wondering, I need to opt out of the benefits. Uh, I recently started, um, working through you guys, and I was, um, trying to opt through... opt out through the benefits.

Speaker speaker\_0: Okay. Um, I do want to clarify, we're not your staffing company, sir. We only administer the health insurance of the staffing company.

Speaker speaker\_1: Oh, okay. I'm sorry.

Speaker speaker\_0: Mm-hmm. No, it's okay. Which staffing company do you work with?

Speaker speaker\_1: Uh, it's Crown, Crown Services. Uh, that's the-

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

Speaker speaker\_1: One second. I'm so sorry. Let, let me pull it. I got that right here.

Speaker speaker\_0: That's okay.

Speaker speaker\_1: I-t-t-t-t 4930.

Speaker speaker\_0: And what is your last name?

Speaker speaker\_1: Gumz, G-u-m-z.

Speaker speaker\_0: For security purposes and to make sure that I have the right account, can you verify your mailing address and date of birth for me please?

Speaker speaker\_1: It should be, uh, 03/04/2006, and the mailing address should be 5376 Edger, E-d-g-e-r Drive.

Speaker speaker\_0: I have desk contact 513-907-0376.

Speaker speaker\_1: Yep, that's me.

Speaker speaker\_0: I have your email down as your first name, c, last name @gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And lastly, for the purpose of the line being recorded, you stated you would like to decline adult enrollment at Crown Services and decline their coverage at the moment, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. So I went ahead and processed that declination. There's a possibility their system might send you one to two more notices to call in to decline. You can simply ignore it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It doesn't have a way to filter who has already declined or canceled coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it still sends out those notices to everyone in that list of contacts.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Was there anything else we can assist you with today?

Speaker speaker\_1: Nope, that's it. Thank you so much.

Speaker speaker\_0: Of course. It was my pleasure. Hope you have a wonderful rest of your day.

Speaker speaker\_1: All right. You too.