

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10 Up Card. My name is Francesca. How can I assist you today? Hi, Francesca. I took and I had an appointment with American Staff Corps in Claremore, Oklahoma today. And I got a notice that it auto-enrolled me in their insurance for them to deduct. And I would like to opt out of that, but it wasn't letting me do so online when I tried to log in. Okay, let's take a look and see if we can do it on our side. And you said you're with American Staff Corps? Yes, yes, that's correct. What are the last four of the Social? Uh, last four of my Social is 0366. And the last name? It's Fischer, F-I-S-C-H-E-R. Did you just recently started working with them? I did. Okay, so we don't have your file yet in our system. Okay. Are you sure the text message you received doesn't say you will be going to be enrolled? Um, 'cause I know if we don't have a file- Yeah. ... the system wouldn't be able to process an enrollment. Okay. Um, I will give them a call back and I will just keep an eye on it, and if I have any problems, I'll give you a call. Okay. 'Cause let's see- Okay. Where is it? To my understanding, their auto enrollment takes roughly those 30 days after your first paycheck- Okay. ... for them to process it. Okay, here it is. So it does say here per the information that we have that your auto enrollment won't take effect until the day after your first paycheck. Okay. So what I would recommend doing is giving us a call on Monday the 4th to see if we have received the file by then. Aside from that, I can create a file today if you want me to but I do need your full Social. Um, so it's up to what you feel more comfortable doing. Um, I am fine giving you my full Social. I don't mind. All right, bear with me one moment while I set up that screen. Go ahead. It's 448-13-0366. And what is the first name? It's Kaylee, K-A-Y-L-E-E. K-A-Y-L-E-Y? Uh, two E's. Oh. And so it's K-A-Y-L-E-E. And what is the mailing address? It's 1000 Olive Street, O-L-I-V-E. And that's Skulsee, Oklahoma. And what is the zip code? Uh, it's 74016. And what is the date of birth? It's 2/29/2000. Is it okay to put the phone number you're calling in as like a contact number for you for future references? Yes, it does. All right, and then the last one will be do you want me to put an email address on this account or leave it with no email address for the moment? Um, could we leave it with no email address for the moment? Of course. All right, and then just let me make sure that everything went through and that the account got saved so I can process your declination. All right, so we are all good and then I just need the verbal statement that today you would like to be opted out from auto enrollment with American Staff Corps. Correct? Yes, that's correct. All right, Ms. Fischer, you are all set. Their system might still be sending those notifications for you to call us. You can simply ignore them since we did process your declination already. Okay, thank you. Thank you for giving us a call. Was there anything else we can assist you with today? I believe that's all. Have a wonderful rest of your weekend and thank you for allowing me to assist you today. You as well. 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 Benefit 10 Up Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. I took and I had an appointment with American Staff Corps in Claremore, Oklahoma today. And I got a notice that it auto-enrolled me in their insurance for them to deduct. And I would like to opt out of that, but it wasn't letting me do so online when I tried to log in.

Speaker speaker_1: Okay, let's take a look and see if we can do it on our side. And you said you're with American Staff Corps?

Speaker speaker_2: Yes, yes, that's correct.

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

Speaker speaker_2: Uh, last four of my Social is 0366.

Speaker speaker_1: And the last name?

Speaker speaker_2: It's Fischer, F-I-S-C-H-E-R.

Speaker speaker_1: Did you just recently started working with them?

Speaker speaker_2: I did.

Speaker speaker_1: Okay, so we don't have your file yet in our system.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you sure the text message you received doesn't say you will be going to be enrolled? Um, 'cause I know if we don't have a file-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the system wouldn't be able to process an enrollment.

Speaker speaker_2: Okay. Um, I will give them a call back and I will just keep an eye on it, and if I have any problems, I'll give you a call.

Speaker speaker_1: Okay. 'Cause let's see-

Speaker speaker_2: Okay.

Speaker speaker_1: Where is it? To my understanding, their auto enrollment takes roughly those 30 days after your first paycheck-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for them to process it. Okay, here it is. So it does say here per the information that we have that your auto enrollment won't take effect until the day after your

first paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: So what I would recommend doing is giving us a call on Monday the 4th to see if we have received the file by then. Aside from that, I can create a file today if you want me to but I do need your full Social. Um, so it's up to what you feel more comfortable doing.

Speaker speaker_2: Um, I am fine giving you my full Social. I don't mind.

Speaker speaker_1: All right, bear with me one moment while I set up that screen. Go ahead.

Speaker speaker_2: It's 448-13-0366.

Speaker speaker_1: And what is the first name?

Speaker speaker_2: It's Kaylee, K-A-Y-L-E-E.

Speaker speaker_1: K-A-Y-L-E-Y?

Speaker speaker_2: Uh, two E's.

Speaker speaker_1: Oh.

Speaker speaker_2: And so it's K-A-Y-L-E-E.

Speaker speaker_1: And what is the mailing address?

Speaker speaker_2: It's 1000 Olive Street, O-L-I-V-E. And that's Skulsee, Oklahoma.

Speaker speaker_1: And what is the zip code?

Speaker speaker_2: Uh, it's 74016.

Speaker speaker_1: And what is the date of birth?

Speaker speaker_2: It's 2/29/2000.

Speaker speaker_1: Is it okay to put the phone number you're calling in as like a contact number for you for future references?

Speaker speaker_2: Yes, it does.

Speaker speaker_1: All right, and then the last one will be do you want me to put an email address on this account or leave it with no email address for the moment?

Speaker speaker_2: Um, could we leave it with no email address for the moment?

Speaker speaker_1: Of course. All right, and then just let me make sure that everything went through and that the account got saved so I can process your declination. All right, so we are all good and then I just need the verbal statement that today you would like to be opted out from auto enrollment with American Staff Corps. Correct?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: All right, Ms. Fischer, you are all set. Their system might still be sending those notifications for you to call us. You can simply ignore them since we did process your declination already.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you for giving us a call. Was there anything else we can assist you with today?

Speaker speaker_2: I believe that's all.

Speaker speaker_1: Have a wonderful rest of your weekend and thank you for allowing me to assist you today.

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Bye.