

Transcript: Francesca

Baez-6356613584699392-5050621722935296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the ... My name Francesca, how can I assist you today? Hi. My name's Lori Nary, and I just started working through, uh, American Staffing for, uh, Lulu's, Ba- Brothers or whichever you want to call it. And I wanted to make sure I opted out of the benefits, 'cause I can't- Sure thing. ... remember, I- Okay. Let's see if we have your file yet. You said you're with American StaffCorp, correct? American Staffing, or StaffCorp, yeah. Um, so the reason why I ask is 'cause those are actually two separate staffing companies. Any chance you know if it's with American Staffing or American StaffCorp? It says, uh, uh, it says I'm newly em- employed through American StaffCorp. Okay. What are the last four of your social? 8516. 8516? Yes. And last, the last name? It's N like Nathan, A-R-Y. Could you verify your mailing address and date of birth for me please? My mailing address is 212 West Wade Street, Republic, Missouri, 65738. Date of birth is 9/11/1968. So I have the best contact 314-566-5280? Yes. And we have your email down, jimlock54@gmail.com? Yes. So you did opted out, um; however, you didn't decline it. That would be the only issue with it. Oh. I'll process the declination. Yeah. The reason why that part was missing is when you opt out, the system recognizes you are opting it out. But if there's no declination that goes hand-in-hand without opting out, then it should process- Oh. ... the auto-enrollment. Oh. Well, no, we want decline. Yes, ma'am. So you are all set now. I did process the declination, that was the only thing missing, um, to fully take you out of the auto-enrollment. So as of right now, you could still receive text messages, calls or emails advising us to call us to decline auto-enrollment if you don't want it. Or you can simply ignore it, 'cause we already made sure that you're processed through. Um, the reason- Okay. ... why you should receive it is for some reason the system just can't filter who has already processed the declination and who hasn't. So it still sends you the text. Oh. Okay. That sounds good. All right. Was there anything else we can assist you with today? No, that was it. I appreciate your help today. Uh, of course. I hope you have a wonderful rest of your day, and thank you for your time today. Uh-huh. 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 in the ... My name Francesca, how can I assist you today?

Speaker speaker_2: Hi. My name's Lori Nary, and I just started working through, uh, American Staffing for, uh, Lulu's, Ba- Brothers or whichever you want to call it. And I wanted

to make sure I opted out of the benefits, 'cause I can't-

Speaker speaker_1: Sure thing.

Speaker speaker_2: ... remember, I-

Speaker speaker_1: Okay. Let's see if we have your file yet. You said you're with American StaffCorp, correct?

Speaker speaker_2: American Staffing, or StaffCorp, yeah.

Speaker speaker_1: Um, so the reason why I ask is 'cause those are actually two separate staffing companies. Any chance you know if it's with American Staffing or American StaffCorp?

Speaker speaker_2: It says, uh, uh, it says I'm newly em- employed through American StaffCorp.

Speaker speaker_1: Okay. What are the last four of your social?

Speaker speaker_2: 8516.

Speaker speaker_1: 8516?

Speaker speaker_2: Yes.

Speaker speaker_1: And last, the last name?

Speaker speaker_2: It's N like Nathan, A-R-Y.

Speaker speaker_1: Could you verify your mailing address and date of birth for me please?

Speaker speaker_2: My mailing address is 212 West Wade Street, Republic, Missouri, 65738. Date of birth is 9/11/1968.

Speaker speaker_1: So I have the best contact 314-566-5280?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down, jimlock54@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So you did opted out, um; however, you didn't decline it. That would be the only issue with it.

Speaker speaker_2: Oh.

Speaker speaker_1: I'll process the declination.

Speaker speaker_2: Yeah.

Speaker speaker_1: The reason why that part was missing is when you opt out, the system recognizes you are opting it out. But if there's no declination that goes hand-in-hand without opting out, then it should process-

Speaker speaker_2: Oh.

Speaker speaker_1: ... the auto-enrollment.

Speaker speaker_2: Oh. Well, no, we want decline.

Speaker speaker_1: Yes, ma'am. So you are all set now. I did process the declination, that was the only thing missing, um, to fully take you out of the auto-enrollment. So as of right now, you could still receive text messages, calls or emails advising us to call us to decline auto-enrollment if you don't want it. Or you can simply ignore it, 'cause we already made sure that you're processed through. Um, the reason-

Speaker speaker_2: Okay.

Speaker speaker_1: ... why you should receive it is for some reason the system just can't filter who has already processed the declination and who hasn't. So it still sends you the text.

Speaker speaker_2: Oh. Okay. That sounds good.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, that was it. I appreciate your help today.

Speaker speaker_1: Uh, of course. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Uh-huh. Bye-bye.

Speaker speaker_1: Bye.