Transcript: Franchesca Baez-6712562592301056-5932194683469824

Full Transcript

Can you provide information to try and catch what happened in? Yes, my name is John Allen and I'm calling trying to opt out of the Benefits in a Card program. Okay. So, we actually do not have a program. I believe you're calling to decline benefits for your staffing company that we administer. Yes. Which staffing company do you work with? Uh, WorkSmart. And what are the last four of your Social? 4809. Please verify your mailing address and date of birth to make sure we're on the right account. You said the mailing address? Yes, sir. 424 Stephens Drive, Greenwood, South Carolina 29646. You're still missing your date of birth. 8/13/76. Okay. Our best number to contact him is the one you called on, 772-5190. 772-5190, yes. Yes, sir. The one where we just verified to have your email down as 13johnallen.76@gmail.com? Yes, ma'am. Then lastly, for the purpose of the line being recorded, you said you would like to decline auto enrollment with WorkSmart, correct? Yes. I would like to decline enrollment. All right. So, you are all set. Their system however may still send you reminders such as text messages, emails or calls. You can ignore them. The reason why it's still going to do that even though we process it, is because it does not have a way to filter out who already decline or cancel coverage. So, it do send those reminders out. Okay. And will this, um, will this opt, have I opted out in time that for this next payroll process, uh, the fee will not come out? Yes, sir. That is correct. We decline it, they have not processed anything, so there would not be any deductions for health insurance coming out on your paycheck. Awesome. Thank you so very much, ma'am. You have a wonderful day. Of course. It was my pleasure. I hope you enjoy your weekend. Thank you. Bye bye. Bye.

Conversation Format

Speaker speaker_0: Can you provide information to try and catch what happened in?

Speaker speaker_1: Yes, my name is John Allen and I'm calling trying to opt out of the Benefits in a Card program.

Speaker speaker_0: Okay. So, we actually do not have a program. I believe you're calling to decline benefits for your staffing company that we administer.

Speaker speaker_1: Yes.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Uh, WorkSmart.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 4809.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure we're on the right account.

Speaker speaker_1: You said the mailing address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 424 Stephens Drive, Greenwood, South Carolina 29646.

Speaker speaker_0: You're still missing your date of birth.

Speaker speaker_1: 8/13/76.

Speaker speaker_0: Okay. Our best number to contact him is the one you called on, 772-5190.

Speaker speaker_1: 772-5190, yes.

Speaker speaker_0: Yes, sir. The one where we just verified to have your email down as 13johnallen.76@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Then lastly, for the purpose of the line being recorded, you said you would like to decline auto enrollment with WorkSmart, correct?

Speaker speaker_1: Yes. I would like to decline enrollment.

Speaker speaker_0: All right. So, you are all set. Their system however may still send you reminders such as text messages, emails or calls. You can ignore them. The reason why it's still going to do that even though we process it, is because it does not have a way to filter out who already decline or cancel coverage. So, it do send those reminders out.

Speaker speaker_1: Okay. And will this, um, will this opt, have I opted out in time that for this next payroll process, uh, the fee will not come out?

Speaker speaker_0: Yes, sir. That is correct. We decline it, they have not processed anything, so there would not be any deductions for health insurance coming out on your paycheck.

Speaker speaker_1: Awesome. Thank you so very much, ma'am. You have a wonderful day.

Speaker speaker_0: Of course. It was my pleasure. I hope you enjoy your weekend.

Speaker speaker_1: Thank you. Bye bye.

Speaker speaker_0: Bye.