

Transcript: Justin

Mills-6433839646294016-5534627509354496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Cards. This is Justin. How can I help you today? Hi, Justin. Um, so I need... I know you guys don't have an option for Haitian Creole, so I needed to cancel, um, for someone, their TeleRx. Okay, what's the staffing agency they work for? Search Staffing. And the last four of their social? 4619. And what was the first and last name? First name Woodson, last name Estime, E-S-T-I-M-E. And for security purposes, could you verify the home address, including city, state, zip code? Okay, so he has two in our system. One is 10326 Governor's Lane, Apartment B, Indianapolis, Indiana 46235. But then on his actual, like, W-9, it is 3745 LA Grange CT, Apartment 28, Indianapolis, Indiana 46235. So I'm not sure which one he- Yeah, um- ... first goes off of by. ... I'd Governor's Lane. Uh, confirm his date of birth. And then his date of birth... Hold on. Ah. I clicked the wrong... Let me just look at... That one. Date of birth is October 22, 2002. And a good telephone number I have for him is 317-997-7234? Yes. And the email I have for him is his last name, first name, 77 at Gmail? Correct. Okay, so let's see here. So I'll go ahead and opt him out. Is there anything else I can help you out with today, or help you out with today? Is there a way you can do it for other people so I don't have to keep calling back? Um, let's see. Yeah, I can do multiple people, um, if they don't speak English or Spanish. Um- No, it's Haitian Creole that's what my issue was. Haitian Creole? Okay. How many other members do you have? Um, let's see. I did him, him, uh, two more. Two more? Yeah, I can do those real quick. Just, um, let me notate his file. Just bear with me one second. Okay. Well, they know... They do know a little Spanish, the other two left, so I don't know if you, like, wanna move me to the Spanish person, or if it matters. Uh, um, now if they do speak Spanish, um, I mean, it is company policy for them to speak with one of our Spanish-speaking agents so they can- Okay. ... verify everything. We'll do that then. Um, but let me... Okay, just let me finish this note history. Bear with me. Okay. All right. Go there. Make the Let me see if anyone's available. Bear with me one second. Okay. Okay, so it looks like none of our Spanish-speaking agents are available, so I'll just go ahead and take care of them right here. Um, what's the first one's last four of their social? Okay. 6190. 6190? Yes. Yep. And their first and last name? First name Hubert, last name Cuervil, C-U-E-R-V-I-L. Okay. And verify his home address, including city, state, and zip code. Uh, 3929 Brynne Drive, Apartment 7, Indianapolis, Indiana 46235. And his date of birth? Um, date of birth is January 4, 1987. And a good telephone number I have for him is 862-882-2375? Yes. And the email is first name, last name, 28 at Gmail? Correct. All right, so let me go ahead and opt him out. And the last member. Oh, um, hold on. The last four is 1933. And their first and last name? Winkesh Parigin, Winkies Parigin, P-A-R-I-G-I-N. And can you verify their home address, including city, state, zip code? 3745 LA Grange Court, Apartment 28, Indianapolis, Indiana 46235. And his date of birth? September 19, 1983. And a good telephone number I

have for him is 463-202-9275. 9275, yes. And the email is first name, last name, 78 at Gmail? Yes. Okay. Um, so looking at his file, looks like he was in a pending request sent for enrollment. However, I'll go ahead and cancel for that. Um, but I do want to let him and you know that, uh, there will be one deduction that does come off, but after that, he should be officially canceled since it was a pending request sent for enrollment. Okay. And then my other question is, if 30 days have passed can they still cancel it? Um, yeah. So they can cancel anytime. Um, I do know that Search Staffing automatically enrolls their new hires into the MEC TeleRx usually 30 days after their first paycheck. Um, so if they call before the 30 days, they'll, they wouldn't be enrolled into it. But if they did call after the 30 days, they would have a pending request, uh, for that medical plan. Um, but yeah, they can cancel anytime. Um, it's just that 30-day window from their first paycheck is that, uh, personal open enrollment period before they get enrolled or before- Okay. ... they're auto-enrolled. Okay. Thank you then. I appreciate- You're welcome. ... all your help. You're welcome. You have a great day, okay? Thank you. Bye. All right. 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 and Our Cards. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, so I need... I know you guys don't have an option for Haitian Creole, so I needed to cancel, um, for someone, their TeleRx.

Speaker speaker_1: Okay, what's the staffing agency they work for?

Speaker speaker_2: Search Staffing.

Speaker speaker_1: And the last four of their social?

Speaker speaker_2: 4619.

Speaker speaker_1: And what was the first and last name?

Speaker speaker_2: First name Woodson, last name Estime, E-S-T-I-M-E.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state, zip code?

Speaker speaker_2: Okay, so he has two in our system. One is 10326 Governor's Lane, Apartment B, Indianapolis, Indiana 46235. But then on his actual, like, W-9, it is 3745 LA Grange CT, Apartment 28, Indianapolis, Indiana 46235. So I'm not sure which one he-

Speaker speaker_1: Yeah, um-

Speaker speaker_2: ... first goes off of by.

Speaker speaker_1: ... I'd Governor's Lane. Uh, confirm his date of birth.

Speaker speaker_2: And then his date of birth... Hold on. Ah. I clicked the wrong... Let me just look at... That one. Date of birth is October 22, 2002.

Speaker speaker_1: And a good telephone number I have for him is 317-997-7234?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have for him is his last name, first name, 77 at Gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. So I'll go ahead and opt him out. Is there anything else I can help you out with today, or help you out with today?

Speaker speaker_2: Is there a way you can do it for other people so I don't have to keep calling back?

Speaker speaker_1: Um, let's see. Yeah, I can do multiple people, um, if they don't speak English or Spanish. Um-

Speaker speaker_2: No, it's Haitian Creole that's what my issue was.

Speaker speaker_1: Haitian Creole? Okay. How many other members do you have?

Speaker speaker_2: Um, let's see. I did him, him, uh, two more.

Speaker speaker_1: Two more? Yeah, I can do those real quick. Just, um, let me notate his file. Just bear with me one second.

Speaker speaker_2: Okay. Well, they know... They do know a little Spanish, the other two left, so I don't know if you, like, wanna move me to the Spanish person, or if it matters.

Speaker speaker_1: Uh, um, now if they do speak Spanish, um, I mean, it is company policy for them to speak with one of our Spanish-speaking agents so they can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... verify everything.

Speaker speaker_2: We'll do that then.

Speaker speaker_1: Um, but let me... Okay, just let me finish this note history. Bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Go there. Make the

Speaker speaker_3: Let me see if anyone's available. Bear with me one second.

Speaker speaker_2: Okay.

Speaker speaker_3: Okay, so it looks like none of our Spanish-speaking agents are available, so I'll just go ahead and take care of them right here. Um, what's the first one's last four of their social?

Speaker speaker_2: Okay. 6190.

Speaker speaker_3: 6190?

Speaker speaker_2: Yes.

Speaker speaker_3: Yep. And their first and last name?

Speaker speaker_2: First name Hubert, last name Cuervil, C-U-E-R-V-I-L.

Speaker speaker_3: Okay. And verify his home address, including city, state, and zip code.

Speaker speaker_2: Uh, 3929 Brynne Drive, Apartment 7, Indianapolis, Indiana 46235.

Speaker speaker_3: And his date of birth?

Speaker speaker_2: Um, date of birth is January 4, 1987.

Speaker speaker_3: And a good telephone number I have for him is 862-882-2375?

Speaker speaker_2: Yes.

Speaker speaker_3: And the email is first name, last name, 28 at Gmail?

Speaker speaker_2: Correct.

Speaker speaker_3: All right, so let me go ahead and opt him out. And the last member.

Speaker speaker_2: Oh, um, hold on. The last four is 1933.

Speaker speaker_3: And their first and last name?

Speaker speaker_2: Winkesh Parigin, Winkies Parigin, P-A-R-I-G-I-N.

Speaker speaker_3: And can you verify their home address, including city, state, zip code?

Speaker speaker_2: 3745 LA Grange Court, Apartment 28, Indianapolis, Indiana 46235.

Speaker speaker_3: And his date of birth?

Speaker speaker_2: September 19, 1983.

Speaker speaker_3: And a good telephone number I have for him is 463-202-9275.

Speaker speaker_2: 9275, yes.

Speaker speaker_3: And the email is first name, last name, 78 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_3: Okay. Um, so looking at his file, looks like he was in a pending request sent for enrollment. However, I'll go ahead and cancel for that. Um, but I do want to let him and you know that, uh, there will be one deduction that does come off, but after that, he should be officially canceled since it was a pending request sent for enrollment.

Speaker speaker_2: Okay. And then my other question is, if 30 days have passed can they still cancel it?

Speaker speaker_3: Um, yeah. So they can cancel anytime. Um, I do know that Search Staffing automatically enrolls their new hires into the MEC TeleRx usually 30 days after their first paycheck. Um, so if they call before the 30 days, they'll, they wouldn't be enrolled into it. But if they did call after the 30 days, they would have a pending request, uh, for that medical plan. Um, but yeah, they can cancel anytime. Um, it's just that 30-day window from their first paycheck is that, uh, personal open enrollment period before they get enrolled or before-

Speaker speaker_2: Okay.

Speaker speaker_3: ... they're auto-enrolled.

Speaker speaker_2: Okay. Thank you then. I appreciate-

Speaker speaker_3: You're welcome.

Speaker speaker_2: ... all your help.

Speaker speaker_3: You're welcome. You have a great day, okay?

Speaker speaker_2: Thank you. Bye.

Speaker speaker_3: All right. Bye-bye.