

Transcript: Justin

Mills-6650745654657024-6004345157763072

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, hi. I received a, a email from my employer telling me to contact you guys. Um, do you know what the email said, by any chance? Um... It said, "We will be glad to assist you regarding your enrollment form for benefits offered by your employer. Um, Hospitality Staffing Solutions here says that it's needed to continue the process of your enrollment." And it say, like, uh, "Information is either missing," or, "I have 30 days from my first payroll check to contact," um, "to make any changes on enrollment." And does it say, "Please contact Benefits in a Card customer service department to assist you?" Yeah. So that email you received was just a courtesy reminder from us. Um, we received an enrollment form from Hospitality Staffing Solutions letting us know you wanted to be enrolled into their health insurance. So, we just wanted to confirm whether if you wanted to be enrolled, or if you wanted to opt out since you submitted the document where you collected benefits and you chose not to participate. So we were just wanting to confirm. Okay. Oh, okay. Okay. So did you want to be enrolled or did you want to opt out of benefits? Um, I'll opt out. Okay. Um, so let me try pulling your file and opt you out. Um, so HSS, what's the last four of your social? 0611. Is that for, like, Medi-Cal or something? Yeah, like medical, dental, vision insurance offered through, uh, HSS. Oh, okay. Okay. okay. Your first and last name, please? But if I wanted to enroll... Um, Asia Hodges. Asia Malik Hodges. If I'm going to enroll, like, in the future, will I be able to? Uh, now, I do know that you have 30 days from your first paycheck to be enrolled into benefits, 'cause that's considered your personal open enrollment period. However, Hospitality Staffing Solutions does have a company-wide open enrollment period, usually sometime in December, um, for all of their employees to be enrolled. Okay. Okay. Okay. Um, for security purposes, could you verify your home address, including city, state and zip code, Asia? Um... Uh, 380 East 162th Place, LA, California. And your date of birth? May 24th, 1998. And your telephone number I have is 213-852-1622. Uh, yes. And the email I have is malikhodgesasia at gmail? Yes. Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today? No. That'll be it. I was just double checking. Awesome. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, hi. I received a, a email from my employer telling me to contact you guys.

Speaker speaker_0: Um, do you know what the email said, by any chance?

Speaker speaker_1: Um... It said, "We will be glad to assist you regarding your enrollment form for benefits offered by your employer. Um, Hospitality Staffing Solutions here says that it's needed to continue the process of your enrollment." And it say, like, uh, "Information is either missing," or, "I have 30 days from my first payroll check to contact," um, "to make any changes on enrollment." And does it say, "Please contact Benefits in a Card customer service department to assist you?"

Speaker speaker_0: Yeah. So that email you received was just a courtesy reminder from us. Um, we received an enrollment form from Hospitality Staffing Solutions letting us know you wanted to be enrolled into their health insurance. So, we just wanted to confirm whether if you wanted to be enrolled, or if you wanted to opt out since you submitted the document where you collected benefits and you chose not to participate. So we were just wanting to confirm.

Speaker speaker_1: Okay. Oh, okay.

Speaker speaker_0: Okay. So did you want to be enrolled or did you want to opt out of benefits?

Speaker speaker_1: Um, I'll opt out.

Speaker speaker_0: Okay. Um, so let me try pulling your file and opt you out. Um, so HSS, what's the last four of your social?

Speaker speaker_1: 0611. Is that for, like, Medi-Cal or something?

Speaker speaker_0: Yeah, like medical, dental, vision insurance offered through, uh, HSS.

Speaker speaker_1: Oh, okay. Okay. okay.

Speaker speaker_0: Your first and last name, please?

Speaker speaker_1: But if I wanted to enroll... Um, Asia Hodges. Asia Malik Hodges. If I'm going to enroll, like, in the future, will I be able to?

Speaker speaker_0: Uh, now, I do know that you have 30 days from your first paycheck to be enrolled into benefits, 'cause that's considered your personal open enrollment period. However, Hospitality Staffing Solutions does have a company-wide open enrollment period, usually sometime in December, um, for all of their employees to be enrolled.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. Um, for security purposes, could you verify your home address, including city, state and zip code, Asia?

Speaker speaker_1: Um... Uh, 380 East 162th Place, LA, California.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 24th, 1998.

Speaker speaker_0: And your telephone number I have is 213-852-1622.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And the email I have is malikhodgesasia at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'll go ahead and opt you out. Is there anything else I can assist you with today?

Speaker speaker_1: No. That'll be it. I was just double checking.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.