

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I understand the pleasure of speaking with? Hello. Uh, my name is Eric, Eric Garibay. I'm calling because the, um... My, my staffing agency told me to get a hold of... to contact BIC Insurance to opt out of, uh, insurance, just in case that they enroll me. Okay. What's the name of the staffing agency you work for? Uh, Integrity. All righty. Bear with me one moment. And what are the last four digits of your social? Uh, 7466. Again, you said your name is Eric? Yes, ma'am. How long have you worked with this company? Eric Garibay. Uh, I just got enrolled with them. Okay 'cause they haven't- I'm sorry. ... sent us over your information yet, so we can do one of two things. I can enroll you... I can decline you today, but I will need to create your account, so I'll need your full social name, address, date of birth, phone number, and get you declined today. Or we can wait until Integrity sends over your information. Um, you would, uh... They do give you 30 days after your... the date of your first paycheck to decline. So, so then it would just be easier if I just let you guys handle it then? Or what do you think? Ab- Do you think they could give it to you right now or? I mean, I can create your account, but you would... It's just that some people don't like giving out their full social and all their information. But I can create your account and decline you today. Um, or if you feel like you'll remember to call before 30 days after your first paycheck, then you can wait. It's just however you prefer. But if I don't do it 30 days after my first paycheck, you guys are gonna claim it? Yes. If you w-... If you don't do it within 30 days of receiving your first paycheck, you'll be automatically enrolled. All right. Well, then I might as well do it right now. I don't see why not. All righty. And what is your full social? Um, 333-04-7466. Okay. Eric N... Eric Darby, correct? Garibay, yes, ma'am. Um, repeat that for me. Garibay. Spell it. G-A-R-I-B-A-Y. I-B-Y. Okay, and your address? Um, 7731 Magnolia. And Magnolia, is that street, drive, lane, way? Uh, avenue, I'm sorry. The city and state zip code. Uh, 46324. And the city and state? Uh, Hammond, Indiana. Date of birth? 11/09/04. Phone number? 219-433-3363. And you said you're opting out today, correct? What? I'm sorry. What did you say? You said you're opting out today, correct? Uh, yes, ma'am. All righty. That's correct. And I went ahead and got you opted out. Is there anything else I can assist you with? Uh, no, that's all. All righty. Thank you so much for calling. You have a great day. Thank you. You as well.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I understand the pleasure of speaking with?

Speaker speaker_1: Hello. Uh, my name is Eric, Eric Garibay. I'm calling because the, um... My, my staffing agency told me to get a hold of... to contact BIC Insurance to opt out of, uh, insurance, just in case that they enroll me.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Integrity.

Speaker speaker_0: All righty. Bear with me one moment. And what are the last four digits of your social?

Speaker speaker_1: Uh, 7466.

Speaker speaker_0: Again, you said your name is Eric?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: How long have you worked with this company?

Speaker speaker_1: Eric Garibay. Uh, I just got enrolled with them.

Speaker speaker_0: Okay 'cause they haven't-

Speaker speaker_1: I'm sorry.

Speaker speaker_0: ... sent us over your information yet, so we can do one of two things. I can enroll you... I can decline you today, but I will need to create your account, so I'll need your full social name, address, date of birth, phone number, and get you declined today. Or we can wait until Integrity sends over your information. Um, you would, uh... They do give you 30 days after your... the date of your first paycheck to decline.

Speaker speaker_1: So, so then it would just be easier if I just let you guys handle it then? Or what do you think?

Speaker speaker_0: Ab-

Speaker speaker_1: Do you think they could give it to you right now or?

Speaker speaker_0: I mean, I can create your account, but you would... It's just that some people don't like giving out their full social and all their information. But I can create your account and decline you today. Um, or if you feel like you'll remember to call before 30 days after your first paycheck, then you can wait. It's just however you prefer.

Speaker speaker_1: But if I don't do it 30 days after my first paycheck, you guys are gonna claim it?

Speaker speaker_0: Yes. If you w-... If you don't do it within 30 days of receiving your first paycheck, you'll be automatically enrolled.

Speaker speaker_1: All right. Well, then I might as well do it right now. I don't see why not.

Speaker speaker_0: All righty. And what is your full social?

Speaker speaker_1: Um, 333-04-7466.

Speaker speaker_0: Okay. Eric N... Eric Darby, correct?

Speaker speaker_1: Garibay, yes, ma'am.

Speaker speaker_0: Um, repeat that for me.

Speaker speaker_1: Garibay.

Speaker speaker_0: Spell it.

Speaker speaker_1: G-A-R-I-B-A-Y.

Speaker speaker_0: I-B-Y. Okay, and your address?

Speaker speaker_1: Um, 7731 Magnolia.

Speaker speaker_0: And Magnolia, is that street, drive, lane, way?

Speaker speaker_1: Uh, avenue, I'm sorry.

Speaker speaker_0: The city and state zip code.

Speaker speaker_1: Uh, 46324.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Uh, Hammond, Indiana.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 11/09/04.

Speaker speaker_0: Phone number?

Speaker speaker_1: 219-433-3363.

Speaker speaker_0: And you said you're opting out today, correct?

Speaker speaker_1: What? I'm sorry. What did you say?

Speaker speaker_0: You said you're opting out today, correct?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: All righty.

Speaker speaker_1: That's correct.

Speaker speaker_0: And I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, that's all.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. You as well.