

Transcript: VICTORIA

Taylor-4676800452280320-5627766005612544

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hey, Victoria. I just started, uh, well, I'm starting a job on Monday and I'm trying to opt out, um, the, um, I don't know, safety policy acknowledgment. It says, "Click here to opt out for the, um, insurance coverage." And it's asking me for my username and password. I put that in and it says it doesn't know it. Okay. So you're just trying to opt out of the medical insurance? Yeah. The medical insurance. I just need to opt, opt out of it 'cause I have another insurance. Let me see if I can just help you out on my end. What's the name of the agency you work for? Name of the agency is, um... It's, uh, American Staff Corp. Have you received your first check from them? No. Okay. So I'll need to make a file for you and then once I get it made, I'll be able to decline it. What's your first and last name? Richard. The last name is Carter. And your full social? 392-68-7015. Uh, 392-68-7015? 392-68-7015. Okay. And, uh, your date of birth? 10/24/1970. And then full mailing address. 3125 West State Street. It's in Springfield, Missouri, 65802. All right. Phone number, is that the same one you're calling from? Yes. And then, uh, what's your email? Uh, it's my first and last name and the number seven, number one, @gmail.com. All righty. So I made a file on my end and I went ahead and declined the auto enrollment, so you should be good to go from here. Oh, okay. 'Cause it's asking me to sign. So... Okay. And I- I would just reach out to your employer about that to see if there's anything else that you need, might need to do online. Um, is this, like, for your onboarding? Yes. Yes. Okay. I would just reach out to them and let them know the issues you're having with that website. Um, but I- Okay. ... did go ahead and decline the coverage on my end. I'm just not sure if there's more paperwork you might need to fill out with onboarding. Okay. So do I just sign in and say I applied for it and you guys will fix it? Well, I would just... Well, what I was suggesting is for you to reach out to your employer to see if there's anything that you need to do on your end. But I, I declined the coverage on my end. Okay. 'Cause it's still asking me to sign in. Okay. Um, I mean, if you know your information, you can try doing that. I just, I don't know... I, I wouldn't know your information to sign in on that. Right. We only handle the, uh, medical insurance, so I, I'm not aware of how, like, what goes on with the onboarding process and what, what all you might need to do. Right. Okay. Uh, yeah. Okay, I'll call them and see what they can do. Okay. All righty. All right. Thank you. You're welcome. Have a good day. Uh, okay. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Victoria. I just started, uh, well, I'm starting a job on Monday and I'm trying to opt out, um, the, um, I don't know, safety policy acknowledgment. It says, "Click here to opt out for the, um, insurance coverage." And it's asking me for my username and password. I put that in and it says it doesn't know it.

Speaker speaker_0: Okay. So you're just trying to opt out of the medical insurance?

Speaker speaker_1: Yeah. The medical insurance. I just need to opt, opt out of it 'cause I have another insurance.

Speaker speaker_0: Let me see if I can just help you out on my end. What's the name of the agency you work for?

Speaker speaker_1: Name of the agency is, um... It's, uh, American Staff Corp.

Speaker speaker_0: Have you received your first check from them?

Speaker speaker_1: No.

Speaker speaker_0: Okay. So I'll need to make a file for you and then once I get it made, I'll be able to decline it. What's your first and last name?

Speaker speaker_1: Richard. The last name is Carter.

Speaker speaker_0: And your full social?

Speaker speaker_1: 392-68-7015.

Speaker speaker_0: Uh, 392-68-7015?

Speaker speaker_1: 392-68-7015.

Speaker speaker_0: Okay. And, uh, your date of birth?

Speaker speaker_1: 10/24/1970.

Speaker speaker_0: And then full mailing address.

Speaker speaker_1: 3125 West State Street. It's in Springfield, Missouri, 65802.

Speaker speaker_0: All right. Phone number, is that the same one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: And then, uh, what's your email?

Speaker speaker_1: Uh, it's my first and last name and the number seven, number one, @gmail.com.

Speaker speaker_0: All righty. So I made a file on my end and I went ahead and declined the auto enrollment, so you should be good to go from here.

Speaker speaker_1: Oh, okay. 'Cause it's asking me to sign. So...

Speaker speaker_0: Okay.

Speaker speaker_1: And I-

Speaker speaker_0: I would just reach out to your employer about that to see if there's anything else that you need, might need to do online. Um, is this, like, for your onboarding?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. I would just reach out to them and let them know the issues you're having with that website. Um, but I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... did go ahead and decline the coverage on my end. I'm just not sure if there's more paperwork you might need to fill out with onboarding.

Speaker speaker_1: Okay. So do I just sign in and say I applied for it and you guys will fix it?

Speaker speaker_0: Well, I would just... Well, what I was suggesting is for you to reach out to your employer to see if there's anything that you need to do on your end. But I, I declined the coverage on my end.

Speaker speaker_1: Okay. 'Cause it's still asking me to sign in.

Speaker speaker_0: Okay. Um, I mean, if you know your information, you can try doing that. I just, I don't know... I, I wouldn't know your information to sign in on that.

Speaker speaker_1: Right.

Speaker speaker_0: We only handle the, uh, medical insurance, so I, I'm not aware of how, like, what goes on with the onboarding process and what, what all you might need to do.

Speaker speaker_1: Right. Okay. Uh, yeah. Okay, I'll call them and see what they can do.

Speaker speaker_0: Okay.

Speaker speaker_1: All righty.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Uh, okay. You too. Bye.

Speaker speaker_0: Bye.