

Transcript: VICTORIA

Taylor-6603208205746176-5903956752154624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Uh, yeah, my name's Alan Smith and, uh, going through StaffCorp for a new job, and I had to register for the insurance or whatever, but I need to decline it. Okay. Uh, what's the name of the agency you work for? Uh, StaffCorp. O-kay. Would it be American StaffCorp? Yeah. Yeah, American StaffCorp. I had to think about it. Okay. Um, let's see. First name is Alan, last name is Smith? Yep. And the last four of your Social? 5909. Have you received your first check from them yet? No, not yet. Okay. So, what I need to do is just- I'm just getting, just getting things set up today. Okay. So what I'll need to do, 'cause I don't have a file for you in the system just yet, is I'll need to make one, and then once I get it made, I'll be able to go in and opt you out. Okay. What is your, uh, full Social? Social, uh, 511-66-5909. And your date of birth? 1/10/'66. 1/10/'66? Yes. Okay. And your mailing address? Uh, 618 South Cedar, Bristow, Oklahoma, 74010. And the phone number you're calling from, is that the best phone number for you? Yeah. Uh, 918-260-4477. Okay. And then, lastly, what would be a good email? Uh, alansmith, all, uh, lowercase, uh, A-L-A-N, uh, 6623@gmail.com. Okay. Give me just one second. Yep. And just to make sure, your employer is American StaffCorp? Yes. Okay. Uh, did you fill out a enrollment form requesting the coverage originally? Yes. Yes. Yeah, it said I had to when I was filling it out. Do you remember what it was for? Wait, what was that? Do you remember what date it was on? Uh, last night. Okay. Or, yeah, day before yesterday. So, the 29th? Yes. It said to call, like, within 24 hours or whatever, but I got tied up last night and I couldn't do it last night, so it was the night before. Okay. Um, let's see. I'm just making a note of it in case we get it, uh, to disregard it, and I went ahead and declined coverage in our systems, so you should be good to go from here. All righty. Yes, sir. Did you need help with anything else? Uh, no, do I need a confirmation number or anything like that, or, or... I mean, I can put together a confirmation email if you want. Yeah, I just did a... Somebody said something about I would need one, you know, to be able to verify it or whatever, so I don't know. Okay, I mean, I can put together a confirmation email and send it to ya. Okay. All righty. Was there anything- Yeah, I just wanted, like, I just wanted to, like, get this done, so. Yes, sir. Like I said, I made your file and I went ahead and declined coverage and I'm gonna make a note to d- disregard any enrollment form we might get requesting coverage. Okay. That'll work. Was there anything else that you might need help with? Nope, that's it. All righty. And just give me a few minutes to put together that email, but as soon as I get it put together, I will send it to ya. Okay. You have a wonderful night. All right, thank you. Thank you. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, yeah, my name's Alan Smith and, uh, going through StaffCorp for a new job, and I had to register for the insurance or whatever, but I need to decline it.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, StaffCorp.

Speaker speaker_1: O-kay. Would it be American StaffCorp?

Speaker speaker_2: Yeah. Yeah, American StaffCorp. I had to think about it.

Speaker speaker_1: Okay. Um, let's see. First name is Alan, last name is Smith?

Speaker speaker_2: Yep.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5909.

Speaker speaker_1: Have you received your first check from them yet?

Speaker speaker_2: No, not yet.

Speaker speaker_1: Okay. So, what I need to do is just-

Speaker speaker_2: I'm just getting, just getting things set up today.

Speaker speaker_1: Okay. So what I'll need to do, 'cause I don't have a file for you in the system just yet, is I'll need to make one, and then once I get it made, I'll be able to go in and opt you out.

Speaker speaker_2: Okay.

Speaker speaker_1: What is your, uh, full Social?

Speaker speaker_2: Social, uh, 511-66-5909.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 1/10/66.

Speaker speaker_1: 1/10/66?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And your mailing address?

Speaker speaker_2: Uh, 618 South Cedar, Bristow, Oklahoma, 74010.

Speaker speaker_1: And the phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Yeah. Uh, 918-260-4477.

Speaker speaker_1: Okay. And then, lastly, what would be a good email?

Speaker speaker_2: Uh, alansmith, all, uh, lowercase, uh, A-L-A-N, uh, 6623@gmail.com.

Speaker speaker_1: Okay. Give me just one second.

Speaker speaker_2: Yep.

Speaker speaker_1: And just to make sure, your employer is American StaffCorp?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, did you fill out a enrollment form requesting the coverage originally?

Speaker speaker_2: Yes. Yes. Yeah, it said I had to when I was filling it out.

Speaker speaker_1: Do you remember what it was for?

Speaker speaker_2: Wait, what was that?

Speaker speaker_1: Do you remember what date it was on?

Speaker speaker_2: Uh, last night.

Speaker speaker_1: Okay.

Speaker speaker_2: Or, yeah, day before yesterday.

Speaker speaker_1: So, the 29th?

Speaker speaker_2: Yes. It said to call, like, within 24 hours or whatever, but I got tied up last night and I couldn't do it last night, so it was the night before.

Speaker speaker_1: Okay. Um, let's see. I'm just making a note of it in case we get it, uh, to disregard it, and I went ahead and declined coverage in our systems, so you should be good to go from here.

Speaker speaker_2: All righty.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: Uh, no, do I need a confirmation number or anything like that, or, or...

Speaker speaker_1: I mean, I can put together a confirmation email if you want.

Speaker speaker_2: Yeah, I just did a... Somebody said something about I would need one, you know, to be able to verify it or whatever, so I don't know.

Speaker speaker_1: Okay, I mean, I can put together a confirmation email and send it to ya.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Was there anything-

Speaker speaker_2: Yeah, I just wanted, like, I just wanted to, like, get this done, so.

Speaker speaker_1: Yes, sir. Like I said, I made your file and I went ahead and declined coverage and I'm gonna make a note to d- disregard any enrollment form we might get requesting coverage.

Speaker speaker_2: Okay. That'll work.

Speaker speaker_1: Was there anything else that you might need help with?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All righty. And just give me a few minutes to put together that email, but as soon as I get it put together, I will send it to ya.

Speaker speaker_2: Okay.

Speaker speaker_1: You have a wonderful night.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you. Bye-bye.