

## **Transcript: Francesca**

**Baez-4537561845907456-4512067591127040**

### **Full Transcript**

Thank you for claiming benefits in Oak Harbor. My name is Francesca. How can I assist you today? Yes, ma'am. I received a text message that I was enrolled in some benefit from Surge. Um, I called last, um, two weeks ago and I don't know what kind of benefits this is but I asked them not to enlist, enlist me. Okay. What staffing company do you work with? Atwood Reading. No, ma'am, the staffing company. Oh, Surge. What are the last four of the Social? 0583. And your last name, please? Uh, it's a hyphenated name, Garner-Gafford. Could you please verify your mailing address and date of birth to make sure I located the right account? My date of birth is 4-20-80 and my mailing address is 105 Gale Street, Atwater Road. We have this phone number to reach you, 334-313-3948. That's right. We have your email down as arianngarner80@icloud.com. That's correct. Yes, ma'am. We show that you have already declined coverage with Surge Staffing. I believe it could be just a courtesy reminder to call in the event that you haven't declined already. Okay, so I am, I'm already taken out of your system. It was just an automated response or something? Yes, ma'am. Those messages don't get sent out by an actual person, it's the systems above them. Okay, thank you. No problem. Hope you have a wonderful rest of your day. Hey, uh, while I got you on the phone, I need to change my mailing address. So, the mailing address that we hold only pertains to your health insurance. Okay. If it has anything to do with the job that Surge offers, you need to speak with them directly since their system is different. Okay, thank you. Of course. Mm, bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for claiming benefits in Oak Harbor. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, ma'am. I received a text message that I was enrolled in some benefit from Surge. Um, I called last, um, two weeks ago and I don't know what kind of benefits this is but I asked them not to enlist, enlist me.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Atwood Reading.

Speaker speaker\_0: No, ma'am, the staffing company.

Speaker speaker\_1: Oh, Surge.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 0583.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Uh, it's a hyphenated name, Garner-Gafford.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I located the right account?

Speaker speaker\_1: My date of birth is 4-20-80 and my mailing address is 105 Gale Street, Atwater Road.

Speaker speaker\_0: We have this phone number to reach you, 334-313-3948.

Speaker speaker\_1: That's right.

Speaker speaker\_0: We have your email down as arianngarner80@icloud.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Yes, ma'am. We show that you have already declined coverage with Surge Staffing. I believe it could be just a courtesy reminder to call in the event that you haven't declined already.

Speaker speaker\_1: Okay, so I am, I'm already taken out of your system. It was just an automated response or something?

Speaker speaker\_0: Yes, ma'am. Those messages don't get sent out by an actual person, it's the systems above them.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Hope you have a wonderful rest of your day.

Speaker speaker\_1: Hey, uh, while I got you on the phone, I need to change my mailing address.

Speaker speaker\_0: So, the mailing address that we hold only pertains to your health insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If it has anything to do with the job that Surge offers, you need to speak with them directly since their system is different.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course.

Speaker speaker\_1: Mm, bye-bye.

Speaker speaker\_0: Bye.