

Transcript: Francesca

Baez-4616365700759552-6497886149754880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 000 My name is Francesca. How can I assist you today? Uh, yes. Uh, it said something about having or having to accept or not accept the MedRx and I don't want to accept it. Okay. What staffing company do you work with? Uh, Surge. What are the last four of your Social? 8642. And the last name? King. K-I-N-G. For security purposes, can you please verify your mailing address and date of birth? 672 Sherwood Forest Drive, um, Belleville, West Virginia. Uh, birthday 02/09/81. We have the best phone number to reach you down as 304-406-3380. Yeah. We have your email down as joshking2@Hotmail.com. Yeah. So you're actually a rehire with Surge. You used to work with them back in 2021. Auto enrollment won't take effect with you. The system just doesn't have a way to filter who would be auto enrolled and who's no longer going to be auto enrolled, so it still sends you the message. Okay. All right. Was there anything else we can assist you with today? No, that was it. I was just 000 on auto-enrollment. Understood. Well, I hope you have a wonderful rest of your day. Thank you for calling Benefits 000. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 000 My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes. Uh, it said something about having or having to accept or not accept the MedRx and I don't want to accept it.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8642.

Speaker speaker_1: And the last name?

Speaker speaker_2: King. K-I-N-G.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: 672 Sherwood Forest Drive, um, Belleville, West Virginia. Uh, birthday 02/09/81.

Speaker speaker_1: We have the best phone number to reach you down as 304-406-3380.

Speaker speaker_2: Yeah.

Speaker speaker_1: We have your email down as joshking2@Hotmail.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: So you're actually a rehire with Surge. You used to work with them back in 2021. Auto enrollment won't take effect with you. The system just doesn't have a way to filter who would be auto enrolled and who's no longer going to be auto enrolled, so it still sends you the message.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, that was it. I was just 000 on auto-enrollment.

Speaker speaker_1: Understood. Well, I hope you have a wonderful rest of your day. Thank you for calling Benefits 000. Have a great day.

Speaker speaker_2: You too. Thank you.