

Transcript: Francesca

Baez-4638334370103296-6415599420489728

Full Transcript

Thank you for calling Benefits in Accrington. My name is Francesca. How can I assist you today? Um, is this the Benefits with Surge staffing? Hello? Yes, ma'am. Can you repeat what you were asking one more time? Hold on. Is this the Benefits with Surge staffing? Um, so we are the administrators for the health insurance they offer, ma'am, yes. Okay. I was wondering if, how can I opt out the insurance? Which was I... So we can opt out that Insurance with Surge. We just need to process a declamation. I need to check and see if they sent your files over. What are the last four of your Social? 6725. And what is the last name? Cox. First name Jawanda? Jacqueta. Jacqueta, sorry. Could you verify your mailing address and date of birth? 527 Clinton Street, Marion, Ohio 43302. Uh, May 23rd, 1997. I have best contact, 614-887-6400 with the email of your first and last name, 123@gmail.com? Yeah, my phone number changed. Would you like me to update it? Mm-hmm. What will be the new phone number? 567-231-7669. All right. Um, so Mr. Cox, I cannot opt you out because you have already been enrolled. However, if you would like me to, I can cancel that policy. Can you please? Of course. So I just need the verbal disclosure that today you stated you would like to cancel the current Benefits with Surge staffing, correct? Yep. All right, so that's just the insurance part, right? So I won't be charged... I won't, it won't be taken off. Nothing will- That is correct. ... be taken off my check, right? Okay. Mm-hmm. Okay. Um, just keep in mind however, cancellations do take seven to ten business days to process. Oh. So you're gonna need one or two more of those 15, 16 deductions on your pay stub. Okay. All right. All right. Was there anything else we would need to assist you with today? No, ma'am. That was it. Understood. It was a pleasure speaking with you. I hope you have a wonderful rest of your day. You do the same. Thank you. Bye-bye. Done.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accrington. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, is this the Benefits with Surge staffing? Hello?

Speaker speaker_0: Yes, ma'am. Can you repeat what you were asking one more time?

Speaker speaker_1: Hold on. Is this the Benefits with Surge staffing?

Speaker speaker_0: Um, so we are the administrators for the health insurance they offer, ma'am, yes.

Speaker speaker_1: Okay. I was wondering if, how can I opt out the insurance? Which was I...

Speaker speaker_0: So we can opt out that Insurance with Surge. We just need to process a declamation. I need to check and see if they sent your files over. What are the last four of your Social?

Speaker speaker_1: 6725.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Cox.

Speaker speaker_0: First name Jawanda?

Speaker speaker_1: Jacqueta.

Speaker speaker_0: Jacqueta, sorry. Could you verify your mailing address and date of birth?

Speaker speaker_1: 527 Clinton Street, Marion, Ohio 43302. Uh, May 23rd, 1997.

Speaker speaker_0: I have best contact, 614-887-6400 with the email of your first and last name, 123@gmail.com?

Speaker speaker_1: Yeah, my phone number changed.

Speaker speaker_0: Would you like me to update it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What will be the new phone number?

Speaker speaker_1: 567-231-7669.

Speaker speaker_0: All right. Um, so Mr. Cox, I cannot opt you out because you have already been enrolled. However, if you would like me to, I can cancel that policy.

Speaker speaker_1: Can you please?

Speaker speaker_0: Of course. So I just need the verbal disclosure that today you stated you would like to cancel the current Benefits with Surge staffing, correct?

Speaker speaker_1: Yep. All right, so that's just the insurance part, right? So I won't be charged... I won't, it won't be taken off. Nothing will-

Speaker speaker_0: That is correct.

Speaker speaker_1: ... be taken off my check, right? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, just keep in mind however, cancellations do take seven to ten business days to process.

Speaker speaker_1: Oh.

Speaker speaker_0: So you're gonna need one or two more of those 15, 16 deductions on your pay stub.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. Was there anything else we would need to assist you with today?

Speaker speaker_1: No, ma'am. That was it.

Speaker speaker_0: Understood. It was a pleasure speaking with you. I hope you have a wonderful rest of your day.

Speaker speaker_1: You do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Done.