

Transcript: Francesca

Baez-4642987353522176-6282268794896384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Requirement. Name is Francesca. How can I assist you today? Yes, hello. Um, I just wanted to go ahead and decline the benefits. What staffing company do you work with? Uh, Surge. What are the last four of your Social Security number? Three, zero, one, eight. And the last name? Harner. H-A-R-N-E-R. You did say there was 301A, right? Yes, 3018. Did you just recently filled out that application with them? Yes. Okay. So, it could very well be that we have not gotten your file yet 'cause I'm not showing anything for the last four or the last name in general. Okay. We can make an account to process a declination on that auto enrollment, but I will need your full Social. Um, if you don't feel comfortable providing it on the line, then it would just be you checking in periodically to see if we have it so we can process the declination. Um... I'll just check in. Okay. I understand. We're gonna be open Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time. Okay, thank you. Thank you for your time. I hope you have a wonderful rest of your day today. You too. Bye-bye. 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 and Requirement. Name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, hello. Um, I just wanted to go ahead and decline the benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge.

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

Speaker speaker_2: Three, zero, one, eight.

Speaker speaker_1: And the last name?

Speaker speaker_2: Harner. H-A-R-N-E-R.

Speaker speaker_1: You did say there was 301A, right?

Speaker speaker_2: Yes, 3018.

Speaker speaker_1: Did you just recently filled out that application with them?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, it could very well be that we have not gotten your file yet 'cause I'm not showing anything for the last four or the last name in general.

Speaker speaker_2: Okay.

Speaker speaker_1: We can make an account to process a declination on that auto enrollment, but I will need your full Social. Um, if you don't feel comfortable providing it on the line, then it would just be you checking in periodically to see if we have it so we can process the declination.

Speaker speaker_2: Um... I'll just check in.

Speaker speaker_1: Okay. I understand. We're gonna be open Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you for your time. I hope you have a wonderful rest of your day today.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.