

## **Transcript: Francesca**

**Baez-4667364904845312-6633536709771264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . My name is Francesca. How can I assist you today? Hello. This is Chase Carr. Um, I was calling about the insurance, and I wanted to cancel it. What staffing company do you work with? Uh, Surge. That'd be for Honda. Okay. And what are the last four of your Social? Uh, 8113. 80- I'm sorry, sir. What are the last four of your Social? 8113. For security purposes, can you please verify your mailing address and your date of birth? Um, 102597 and 1520 Spruce Avenue, Apartment 6, Sidney, Ohio. Do you have that phone number to reach you, 419-790-5889? No. No. Okay. And what is the current phone number we should have on file? Uh, 937-726-9773. We have your phone number down as elizabethcarr- Yes. ... 61697@Gmail.com? Yes. And for the purpose of this line being recorded, you stated you would like to cancel your current benefits with Surge Staffing, correct? Yes, ma'am. I'm going to put in the request. Please keep in mind, cancellations. Oh, actually you weren't active, sir. You didn't have any coverage. Okay. The reason why you don't have any coverage 'cause it says you're a rehire, uh, meaning that at some point you were an employee of Surge Staffing. So that auto-enrollment only kicks in when you're a first-time new employee. Afterwards, when you're just a repeated employee, the system will send you those reminders, like that courtesy call, text or email, um, but it won't do it with you because you're already a rehire on the system. Okay. But I did decline the offerings for this year, just in case. Thank you. Of course. Was there anything else we can assist you with today? No, ma'am. I hope you have a wonderful rest of your day. Thank you for your time today. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits . My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hello. This is Chase Carr. Um, I was calling about the insurance, and I wanted to cancel it.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_3: That'd be for Honda.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And what are the last four of your Social?

Speaker speaker\_2: Uh, 8113.

Speaker speaker\_3: 80-

Speaker speaker\_2: I'm sorry, sir. What are the last four of your Social? 8113.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and your date of birth?

Speaker speaker\_2: Um, 102597 and 1520 Spruce Avenue, Apartment 6, Sidney, Ohio.

Speaker speaker\_1: Do you have that phone number to reach you, 419-790-5889?

Speaker speaker\_3: No.

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. And what is the current phone number we should have on file?

Speaker speaker\_2: Uh, 937-726-9773.

Speaker speaker\_1: We have your phone number down as elizabethcarr-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... 61697@Gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And for the purpose of this line being recorded, you stated you would like to cancel your current benefits with Surge Staffing, correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: I'm going to put in the request. Please keep in mind, cancellations. Oh, actually you weren't active, sir. You didn't have any coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The reason why you don't have any coverage 'cause it says you're a rehire, uh, meaning that at some point you were an employee of Surge Staffing. So that auto-enrollment only kicks in when you're a first-time new employee. Afterwards, when you're just a repeated employee, the system will send you those reminders, like that courtesy call, text or email, um, but it won't do it with you because you're already a rehire on the system.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I did decline the offerings for this year, just in case.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: You too.