

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in a Car. How can I assist you today? Yes, I had got a text yesterday. My address is, um... Uh... What does it say? I'm gonna check on it. It says something saying, "Congrats on your job with Surge. You will be auto enrolled in, in, in net tel, TeleRex within 30 days." And then it says- Mm-hmm. ..."Call BI, BIC at," is this number? Mm-hmm. Okay. So I believe that was a new hire text message they sent out advising in regards to their company policy, where they auto enroll the new hires into a medical preventative care plan. You have those 30 days after that first paycheck to be able to call and request for a declamation out of auto enrollment counsel if it's already enrolled or to enroll into a different plan. No. They want me to enroll in this, what, plan? No sir, I don't need you to enroll into anything. I'm advising you of your options. You can either decline auto enrollment, you can cancel if it's already enrolled and you don't want it, or you can enroll into another insurance plan. Yeah, I don't want it. Legally speaking, I cannot advise you to enroll into anything. It'll have to be a decision that comes out of you. No, I don't want it. What are the last four of your Social so I can locate a file? 9104. And your last name? Williams, sir. For security purposes, can you please verify your mailing address and date of birth? My address is 709 North, North High Street, Martinsburg, West Virginia 2544. And your date of birth? July 12th, '77. I have best contact to communicate with you as 856-8139-402. Yep. I have your email as your first and last name at gmail.com. Yes. And there's a number two on your address. Is this a unit or an apartment number? Yes, uh, apartment still. Okay. And then just for the purpose of my line being recorded, you have stated you would like to be opt out of auto enrollment and decline coverage because you're not wanting to be enrolled with Surge, correct? You got it, girl? Yes, sir. I am stating on the recorded line that today you have requested to be opted out of auto enrollment and decline coverage because you do not want to be enrolled with Surge staffing, correct? Yeah, I don't want no enrollment or anything. I don't need no, no coverage for nothing. All right. I processed that declamation. You won't be enrolled. Their system might still send you a couple more messages as a reminder. You can simply ignore it. It just doesn't have a way to filter out who has already declined and who hasn't. Okay. All right. Was there anything else we can assist you with today? No, that's it. Have a wonderful rest of your day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca with Benefits in a Car. How can I assist you today?

Speaker speaker_2: Yes, I had got a text yesterday. My address is, um... Uh...

Speaker speaker_1: What does it say?

Speaker speaker_2: I'm gonna check on it. It says something saying, "Congrats on your job with Surge. You will be auto enrolled in, in, in net tel, TeleRex within 30 days." And then it says-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... "Call BI, BIC at," is this number?

Speaker speaker_1: Mm-hmm. Okay. So I believe that was a new hire text message they sent out advising in regards to their company policy, where they auto enroll the new hires into a medical preventative care plan. You have those 30 days after that first paycheck to be able to call and request for a declamation out of auto enrollment counsel if it's already enrolled or to enroll into a different plan.

Speaker speaker_2: No. They want me to enroll in this, what, plan?

Speaker speaker_1: No sir, I don't need you to enroll into anything. I'm advising you of your options. You can either decline auto enrollment, you can cancel if it's already enrolled and you don't want it, or you can enroll into another insurance plan.

Speaker speaker_2: Yeah, I don't want it.

Speaker speaker_1: Legally speaking, I cannot advise you to enroll into anything. It'll have to be a decision that comes out of you.

Speaker speaker_2: No, I don't want it.

Speaker speaker_1: What are the last four of your Social so I can locate a file?

Speaker speaker_2: 9104.

Speaker speaker_1: And your last name?

Speaker speaker_2: Williams, sir.

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

Speaker speaker_2: My address is 709 North, North High Street, Martinsburg, West Virginia 2544.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: July 12th, '77.

Speaker speaker_1: I have best contact to communicate with you as 856-8139-402.

Speaker speaker_2: Yep.

Speaker speaker_1: I have your email as your first and last name at gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And there's a number two on your address. Is this a unit or an apartment number?

Speaker speaker_2: Yes, uh, apartment still.

Speaker speaker_1: Okay. And then just for the purpose of my line being recorded, you have stated you would like to be opt out of auto enrollment and decline coverage because you're not wanting to be enrolled with Surge, correct?

Speaker speaker_2: You got it, girl?

Speaker speaker_1: Yes, sir. I am stating on the recorded line that today you have requested to be opted out of auto enrollment and decline coverage because you do not want to be enrolled with Surge staffing, correct?

Speaker speaker_2: Yeah, I don't want no enrollment or anything. I don't need no, no coverage for nothing.

Speaker speaker_1: All right. I processed that declamation. You won't be enrolled. Their system might still send you a couple more messages as a reminder. You can simply ignore it. It just doesn't have a way to filter out who has already declined and who hasn't.

Speaker speaker_2: Okay.

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

Speaker speaker_2: No, that's it.

Speaker speaker_1: Have a wonderful rest of your day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.