

## Transcript: Franchesca

**Baez-4721449527459840-4515792132030464**

### Full Transcript

Thank you for holding, Mr. McClard. My name is Francesca. How can I ass, assist? Hi, Francesca. My name is Joseph Alvarado. I was hoping you could help me out with my service or my, uh, health insurance. What's happening? What company do you work with? Serge. What are the last four of your Social? 7299. And the last name, please? Alvarado. Can you verify your mailing address and your date of birth to make sure that I have the right account in front of me? 2934 Grove View Drive, Dallas, Texas 75233. And I was born March 7th, 1994. I have the best number to reach you down as 972-754-0105 as primary, with the secondary down as the one you're calling on today ending in 2842? Yes, ma'am. And we have your email down as joseph.alvarado230@gmail.com. Correct. Your address has a D180 after drive. Yeah. Is that an apartment or unit number? Uh, apartment number, ma'am. All right. And how can we assist in regards to your current policy? I wanna cancel my health insurance. Just the medical plan or the full policy? Um, do I wanna cancel the medical plan or the full policy, madam? Uh, I will just need that one just to get - Uh, e... ... the medication you're currently taking right now. The... Well, yeah, let's just get rid of everything 'cause new one's- Okay. Uh, can we get rid of everything? Of course, sir. So just for the line being recorded, you stated today you would like to cancel your full benefit with Surge Staffing, correct? So, uh, is there, is term life the, uh, life... um, in case anything was to ever happen to me? Yes, sir. Term life will be the life insurance that you have on yourself and your family. Uh, let's, let's keep the life insurance. Everything else, uh, we can take off. Understood. And, I'm sorry, and the FreeRx if possible. Okay, so we're also keeping FreeRx. There we go. All right. So just keeping the FreeRx membership for employee and family as well as the term life for employee and family as well. You're looking at \$9.69 per paycheck. Do you authorize Surge Staffing to make those new deductions for you? Yes, ma'am. There we go. All right. So please allow one to two weeks for your, to start seeing the new deductions. Once you see the new deductions being started, following Monday will be when coverage becomes effective. All good. That same week of activation... I mean, sorry, that same week of that cancellation will be when you're gonna see the reflect drop from the 94.47 to the \$9.69. Um, I know... Okay. ... I was doing the wrong disclosure. But it's gonna be the same timeframe, that seven to ten days, which is basically those two weeks for the cancellations to start. Okay, perfect. So as soon as I notice, uh, the amount change is when the new policy is in effect, right? Until then I, I have the current plan? Yes, sir. That is correct. If you see one more deduction, that will be one more week of coverage. And then if you see two, that will be two more weeks of coverage in total. Copy that. All right. Thank you very much for your time. Of course. Was there anything else we can assist you with today? No, ma'am. All right. I do hope you have a wonderful rest of your day. Thank you so much for your time today. I, you as well. Have a good week. Bye. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for holding, Mr. McClard. My name is Francesca. How can I assist, assist?

Speaker speaker\_1: Hi, Francesca. My name is Joseph Alvarado. I was hoping you could help me out with my service or my, uh, health insurance.

Speaker speaker\_0: What's happening? What company do you work with?

Speaker speaker\_1: Serge.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 7299.

Speaker speaker\_0: And the last name, please?

Speaker speaker\_1: Alvarado.

Speaker speaker\_0: Can you verify your mailing address and your date of birth to make sure that I have the right account in front of me?

Speaker speaker\_1: 2934 Grove View Drive, Dallas, Texas 75233. And I was born March 7th, 1994.

Speaker speaker\_0: I have the best number to reach you down as 972-754-0105 as primary, with the secondary down as the one you're calling on today ending in 2842?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And we have your email down as joseph.alvarado230@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Your address has a D180 after drive.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Is that an apartment or unit number?

Speaker speaker\_1: Uh, apartment number, ma'am.

Speaker speaker\_0: All right. And how can we assist in regards to your current policy?

Speaker speaker\_1: I wanna cancel my health insurance.

Speaker speaker\_0: Just the medical plan or the full policy?

Speaker speaker\_1: Um, do I wanna cancel the medical plan or the full policy, madam?

Speaker speaker\_0: Uh, I will just need that one just to get -

Speaker speaker\_1: Uh, e...

Speaker speaker\_0: ... the medication you're currently taking right now.

Speaker speaker\_1: The... Well, yeah, let's just get rid of everything 'cause new one's-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, can we get rid of everything?

Speaker speaker\_0: Of course, sir. So just for the line being recorded, you stated today you would like to cancel your full benefit with Surge Staffing, correct?

Speaker speaker\_1: So, uh, is there, is term life the, uh, life... um, in case anything was to ever happen to me?

Speaker speaker\_0: Yes, sir. Term life will be the life insurance that you have on yourself and your family.

Speaker speaker\_1: Uh, let's, let's keep the life insurance. Everything else, uh, we can take off.

Speaker speaker\_0: Understood.

Speaker speaker\_1: And, I'm sorry, and the FreeRx if possible.

Speaker speaker\_0: Okay, so we're also keeping FreeRx. There we go. All right. So just keeping the FreeRx membership for employee and family as well as the term life for employee and family as well. You're looking at \$9.69 per paycheck. Do you authorize Surge Staffing to make those new deductions for you?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: There we go. All right. So please allow one to two weeks for your, to start seeing the new deductions. Once you see the new deductions being started, following Monday will be when coverage becomes effective.

Speaker speaker\_1: All good.

Speaker speaker\_0: That same week of activation... I mean, sorry, that same week of that cancellation will be when you're gonna see the reflect drop from the 94.47 to the \$9.69. Um, I know...

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I was doing the wrong disclosure. But it's gonna be the same timeframe, that seven to ten days, which is basically those two weeks for the cancellations to start.

Speaker speaker\_1: Okay, perfect. So as soon as I notice, uh, the amount change is when the new policy is in effect, right? Until then I, I have the current plan?

Speaker speaker\_0: Yes, sir. That is correct. If you see one more deduction, that will be one more week of coverage. And then if you see two, that will be two more weeks of coverage in total.

Speaker speaker\_1: Copy that. All right. Thank you very much for your time.

Speaker speaker\_0: Of course. Was there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. I do hope you have a wonderful rest of your day. Thank you so much for your time today.

Speaker speaker\_1: I, you as well. Have a good week. Bye.

Speaker speaker\_0: Thank you. Bye-bye.