

Transcript: Francesca

Baez-4734159903440896-6677521028005888

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yeah, I just need to opt out of the insurance. And which staffing do you work with? Surge, in Mount Vernon, Ohio. What are the last four of your Social? 5946. And the last name? S-I-S-K. And you do not have any other last name, correct? No. Did you just recently finish your application with them or enrollment? Uh, well, I start... I mean, I already had my orientation but today is my first day. Okay. So they have not sent over your file to us yet, and that will leave you two options. We can either make one, for which I will need your full Social, or we have the option of waiting for them to send it, um, for which you'll have to call in throughout the day if you don't feel comfortable providing that full Social on a recorded line. No, that's fine. I can give it to you. All right, bear with me one moment. What will be that full Social? It's 300-76-5946. And first and last name? I mean, first name, sorry. Amber. My first name's Amber. My last name's Sisk, S-I-S-K. What will be your mailing address? 205 Spruce Street, Mount Vernon, Ohio, 43050. Date of birth? 2/27/'81. And is the phone number you're calling on a good number to leave on the account? Yes, ma'am. All right, and lastly, will you like to put an email address on the account, or leave it with no email for now? Yeah, it's, uh, A-M-B-E-R D-I-Z-Z 987@yahoo. Can I have first name? D-I-Z-C 987@yahoo? Yep. All right, and then all I need will be that verbal disclosure that today you would like to decline auto-enrollment with Surge Staffing. Correct? Yes, I don't want the insurance. All right, you are all set, ma'am. Keep in mind, once you receive your first paycheck, their automated system is going to put you on a reminder list. You're going to receive a total, I believe it's four text messages, automated calls or emails saying that you are going to be auto-enrolled. You can simply ignore it. The system doesn't have a way to filter who has already called in to opt out from the contact- Oh, okay. Okay. All right. Was there anything else we can assist you with today, aside from that declination? Nope, that's it. All right. Well, I hope you have a wonderful rest of your day. Thank you for your time today. Thanks. You too. My pleasure.

Conversation Format

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

Speaker speaker_1: Yeah, I just need to opt out of the insurance.

Speaker speaker_0: And which staffing do you work with?

Speaker speaker_1: Surge, in Mount Vernon, Ohio.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 5946.

Speaker speaker_0: And the last name?

Speaker speaker_1: S-I-S-K.

Speaker speaker_0: And you do not have any other last name, correct?

Speaker speaker_1: No.

Speaker speaker_0: Did you just recently finish your application with them or enrollment?

Speaker speaker_1: Uh, well, I start... I mean, I already had my orientation but today is my first day.

Speaker speaker_0: Okay. So they have not sent over your file to us yet, and that will leave you two options. We can either make one, for which I will need your full Social, or we have the option of waiting for them to send it, um, for which you'll have to call in throughout the day if you don't feel comfortable providing that full Social on a recorded line.

Speaker speaker_1: No, that's fine. I can give it to you.

Speaker speaker_0: All right, bear with me one moment. What will be that full Social?

Speaker speaker_1: It's 300-76-5946.

Speaker speaker_0: And first and last name? I mean, first name, sorry.

Speaker speaker_1: Amber. My first name's Amber. My last name's Sisk, S-I-S-K.

Speaker speaker_0: What will be your mailing address?

Speaker speaker_1: 205 Spruce Street, Mount Vernon, Ohio, 43050.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 2/27/81.

Speaker speaker_0: And is the phone number you're calling on a good number to leave on the account?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and lastly, will you like to put an email address on the account, or leave it with no email for now?

Speaker speaker_1: Yeah, it's, uh, A-M-B-E-R D-I-Z-Z 987@yahoo.

Speaker speaker_0: Can I have first name? D-I-Z-C 987@yahoo?

Speaker speaker_1: Yep.

Speaker speaker_0: All right, and then all I need will be that verbal disclosure that today you would like to decline auto-enrollment with Surge Staffing. Correct?

Speaker speaker_1: Yes, I don't want the insurance.

Speaker speaker_0: All right, you are all set, ma'am. Keep in mind, once you receive your first paycheck, their automated system is going to put you on a reminder list. You're going to receive a total, I believe it's four text messages, automated calls or emails saying that you are going to be auto-enrolled. You can simply ignore it. The system doesn't have a way to filter who has already called in to opt out from the contact-

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: All right. Was there anything else we can assist you with today, aside from that declination?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All right. Well, I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: My pleasure.