

Transcript: Francesca

Baez-4736214692741120-6446478588854272

Full Transcript

Your call may be- Is this- ... monitored or recorded for quality assurance purposes. Morning. My name is Francesca with Benefits in Caraco and to speak with Mister Kamore on behalf of Search Staffing. Uh, very well. This is Mister Kamo-re. All right, sir. I'm replying back to you in regards to a text message. You said, "No," on Friday, which was- Mm-hmm. ... informing you in regards to Surge auto-enrollment. Mm-hmm. Does that no mean you want us to opt you out of auto-enrollment? Uh, y- yes. Okay. All right, so just into the line being recorded. You stated you would like to decline auto-enrollment with Search Staffing. Correct? Uh, let me know what that, uh, that means. Because I- That means that our system... So once you decline auto-enrollment, it means that their system is not going to automatically enroll you into the benefit plan. The only way that you will have- Mm-hmm. ... health insurance with Surge is if you called in and request it or fill out a form asking for it. Okay. I, I think tha- that's fine because currently I'm only working for one day. Mm-hmm. When I have better shifts, then that will be good. I, my understanding is when I get enrolled into a medical program, I will need to be contributing towards it. Is that right? Yes, sir. That is correct. Yeah. And I don't think with a pay of one day, which sometime is seven hours, eight hours, I, I do not think I need to be in that program yet until I have, uh, better shifts. Understood. I'll go ahead and process that declination for you. Okay. Is there anything else we can assist you with today? No. Well, I, I appreciate. Thank you so very much for reaching out. Thank you for answering my call. Enjoy the rest- Oh. ... of your day. You are welcome. Bye now. Bye-bye. Okay.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Is this-

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_2: Morning. My name is Francesca with Benefits in Caraco and to speak with Mister Kamore on behalf of Search Staffing.

Speaker speaker_1: Uh, very well. This is Mister Kamo-re.

Speaker speaker_2: All right, sir. I'm replying back to you in regards to a text message. You said, "No," on Friday, which was-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... informing you in regards to Surge auto-enrollment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Does that no mean you want us to opt you out of auto-enrollment?

Speaker speaker_1: Uh, y- yes.

Speaker speaker_2: Okay. All right, so just into the line being recorded. You stated you would like to decline auto-enrollment with Search Staffing. Correct?

Speaker speaker_1: Uh, let me know what that, uh, that means. Because I-

Speaker speaker_2: That means that our system... So once you decline auto-enrollment, it means that their system is not going to automatically enroll you into the benefit plan. The only way that you will have-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... health insurance with Surge is if you called in and request it or fill out a form asking for it.

Speaker speaker_1: Okay. I, I think tha- that's fine because currently I'm only working for one day.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: When I have better shifts, then that will be good. I, my understanding is when I get enrolled into a medical program, I will need to be contributing towards it. Is that right?

Speaker speaker_2: Yes, sir. That is correct.

Speaker speaker_1: Yeah. And I don't think with a pay of one day, which sometime is seven hours, eight hours, I, I do not think I need to be in that program yet until I have, uh, better shifts.

Speaker speaker_2: Understood. I'll go ahead and process that declination for you.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there anything else we can assist you with today?

Speaker speaker_1: No. Well, I, I appreciate. Thank you so very much for reaching out.

Speaker speaker_2: Thank you for answering my call. Enjoy the rest-

Speaker speaker_1: Oh.

Speaker speaker_2: ... of your day.

Speaker speaker_1: You are welcome. Bye now.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Okay.