

Transcript: Francesca

Baez-4765705610772480-4774697326133248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today? Uh, yes, I had the... I was calling to decline the health insurance. What is the staffing company that you work with? Serge. May I please have the last four of your Social and the last name to locate your account? 8530 Leland. Daniel Leland? Uh, Leland. L-E-L-A-N-D. Yes, sir. I'm verifying Daniel Leland. Correct? Oh, yes. What is your mailing address and date of birth? 201 North Elm Street, Sugar Grove, Ohio. PO Box 93. Uh, 5473. And which of those two is your actual mailing address? We can only have one on file. Uh, the PO Box 94. All right. And that ZIP code is 243155? Yeah. I have that contact same as the one you're calling on today, 740-438-0515? Yeah. And lastly, I have your email down as your first initial, your last name, 73 at gmail.com? Yeah. So Mr. Leland, you actually already declined coverage back in July of 2024. Um, since you're a rehire, the system is still gonna send you those text messages advising you to call us in. But auto-enrollment only takes effect when you're a new hire with Surgeon General. So you sh-... You don't have to worry about it. Okay. All right. All right, well- Was there anything else I can assist you with today? Uh, y- you guys just do the health insurance, right? Yes, sir. Anything that has to do related to your job, we'll be with Surge directly. Okay. Thank you very much. No problem. I hope you have a wonderful rest of your day. Thank you. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today?

Speaker speaker_2: Uh, yes, I had the... I was calling to decline the health insurance.

Speaker speaker_1: What is the staffing company that you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: May I please have the last four of your Social and the last name to locate your account?

Speaker speaker_2: 8530 Leland.

Speaker speaker_1: Daniel Leland?

Speaker speaker_2: Uh, Leland. L-E-L-A-N-D.

Speaker speaker_1: Yes, sir. I'm verifying Daniel Leland. Correct?

Speaker speaker_2: Oh, yes.

Speaker speaker_1: What is your mailing address and date of birth?

Speaker speaker_2: 201 North Elm Street, Sugar Grove, Ohio. PO Box 93. Uh, 5473.

Speaker speaker_1: And which of those two is your actual mailing address? We can only have one on file.

Speaker speaker_2: Uh, the PO Box 94.

Speaker speaker_1: All right. And that ZIP code is 243155?

Speaker speaker_2: Yeah.

Speaker speaker_1: I have that contact same as the one you're calling on today, 740-438-0515?

Speaker speaker_2: Yeah.

Speaker speaker_1: And lastly, I have your email down as your first initial, your last name, 73 at gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: So Mr. Leland, you actually already declined coverage back in July of 2024. Um, since you're a rehire, the system is still gonna send you those text messages advising you to call us in. But auto-enrollment only takes effect when you're a new hire with Surgeon General. So you sh-... You don't have to worry about it.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: All right, well-

Speaker speaker_1: Was there anything else I can assist you with today?

Speaker speaker_2: Uh, y- you guys just do the health insurance, right?

Speaker speaker_1: Yes, sir. Anything that has to do related to your job, we'll be with Surge directly.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem. I hope you have a wonderful rest of your day.

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: Bye-bye.