

## **Transcript: Francesca**

**Baez-4781265923522560-6352856532828160**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca ... of car, looking to speak with Mr. Leach on behalf of Surge Staffing. Who is this? One second. My name is Francesca ... of car, calling to speak with Mr. Leach on behalf of Surge Staffing. Yes, this is Mr. Leach. We're giving you a call regarding the text message you received today to which you reply, "What is this?" That is Surge Staffing system informing you regarding to the company policy of automatically enrolling members into a medical preventative care plan, which is what the MEC TRS is. Also informing you that you have eligibility for the health insurance. That's what that text message was in regards to. Oh, okay. All right. Did you want to decline or need any further information? No, I don't need no health insurance. Okay. So did you need me to decline the auto enrollment then, sir? If it's not declined and it's left with no action, it will enroll you into it. Yeah. I don't need enrolled please. Thank you. Okay. So I just need a verbal statement that today you would like to decline auto enrollment with Surge. Yeah, decline it. Okay. You are all set. You might still get one to two more of those text messages. You can simply ignore them. All right. Thank you. You're welcome. Have a great day. You too. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon, my name is Francesca ... of car, looking to speak with Mr. Leach on behalf of Surge Staffing. Who is this?

Speaker speaker\_0: One second. My name is Francesca ... of car, calling to speak with Mr. Leach on behalf of Surge Staffing.

Speaker speaker\_1: Yes, this is Mr. Leach.

Speaker speaker\_0: We're giving you a call regarding the text message you received today to which you reply, "What is this?" That is Surge Staffing system informing you regarding to the company policy of automatically enrolling members into a medical preventative care plan, which is what the MEC TRS is. Also informing you that you have eligibility for the health insurance. That's what that text message was in regards to.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right. Did you want to decline or need any further information?

Speaker speaker\_1: No, I don't need no health insurance.

Speaker speaker\_0: Okay. So did you need me to decline the auto enrollment then, sir? If it's not declined and it's left with no action, it will enroll you into it.

Speaker speaker\_1: Yeah. I don't need enrolled please. Thank you.

Speaker speaker\_0: Okay. So I just need a verbal statement that today you would like to decline auto enrollment with Surge.

Speaker speaker\_1: Yeah, decline it.

Speaker speaker\_0: Okay. You are all set. You might still get one to two more of those text messages. You can simply ignore them.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye.