

Transcript: Francesca

Baez-4830731894210560-4748285165125632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, how you doing? My name is Cory Noel. Um, I was ca- calling today 'cause I was told that, uh, I needed to call you guys to, uh, decline like the, um, coverage or whatever before the window closes. What staffing company do you work with? Uh, Surge. What is the last four of your Social? Uh, six six four eight. And the last name? Uh, Noel, N-O-E-L. For security purposes, can you please verify your mailing address and date of birth? It's, uh, 1865 Buhler Drive Apartment N and, uh, February 10th, 1991. Uh, that's contact 740-341-4785? Yes. Can we have your email C91noel@gmail.com? Yep. That's it. So Mr. Noel, you're already re-hired with Surge. Auto enrollment won't take effect on you. Unfortunately, the automated system doesn't have a way to filter out who still has to the client and who doesn't. I can still process a declination if you want me to. Um, yeah. I'm, I'm not... I don't understand, I guess. Uh- You're now gonna be auto-enrolled 'cause this is not your first time with Surge. Oh, okay. Cool. Cool. Um, cool. Yeah. Yeah, 'cause I don't... I have coverage so I just wanted to make sure that I didn't get charged for that or whatever. So yeah, that works. I appreciate it very much then. You're welcome. Have a wonderful rest of your day. Thank you for calling- Yeah. ... Benefits in a Card today. 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 Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, how you doing? My name is Cory Noel. Um, I was ca- calling today 'cause I was told that, uh, I needed to call you guys to, uh, decline like the, um, coverage or whatever before the window closes.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Uh, six six four eight.

Speaker speaker_1: And the last name?

Speaker speaker_2: Uh, Noel, N-O-E-L.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: It's, uh, 1865 Buhler Drive Apartment N and, uh, February 10th, 1991.

Speaker speaker_1: Uh, that's contact 740-341-4785?

Speaker speaker_2: Yes.

Speaker speaker_1: Can we have your email C91noel@gmail.com?

Speaker speaker_2: Yep. That's it.

Speaker speaker_1: So Mr. Noel, you're already re-hired with Surge. Auto enrollment won't take effect on you. Unfortunately, the automated system doesn't have a way to filter out who still has to the client and who doesn't. I can still process a declination if you want me to.

Speaker speaker_2: Um, yeah. I'm, I'm not... I don't understand, I guess. Uh-

Speaker speaker_1: You're now gonna be auto-enrolled 'cause this is not your first time with Surge.

Speaker speaker_2: Oh, okay. Cool. Cool. Um, cool. Yeah. Yeah, 'cause I don't... I have coverage so I just wanted to make sure that I didn't get charged for that or whatever. So yeah, that works. I appreciate it very much then.

Speaker speaker_1: You're welcome. Have a wonderful rest of your day. Thank you for calling-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... Benefits in a Card today.

Speaker speaker_2: Bye.