

Transcript: Francesca

Baez-4852097337475072-5863870568022016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benevito Del Carmen, my name is Francesca, how can I assist you today? Hey, Francesca. I'm trying to, uh, decline from enrolling to these coverages and it's saying it won't, uh, let me. What staffing company do you work with? Um, I'm applying through Surge. Okay. So unfortunately- And then- So unfortunately if you're currently submitting your application, it's not gonna let me on my end process anything 'cause we don't have that file yet since you haven't submitted. I would recommend- Okay. ... refreshing the browser 'cause unfortunately the only IT support we can provide with that website is login issues. Okay. All right, thank you. No problem. I do apologize for that inconvenience. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benevito Del Carmen, my name is Francesca, how can I assist you today?

Speaker speaker_2: Hey, Francesca. I'm trying to, uh, decline from enrolling to these coverages and it's saying it won't, uh, let me.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, I'm applying through Surge.

Speaker speaker_1: Okay. So unfortunately-

Speaker speaker_2: And then-

Speaker speaker_1: So unfortunately if you're currently submitting your application, it's not gonna let me on my end process anything 'cause we don't have that file yet since you haven't submitted. I would recommend-

Speaker speaker_2: Okay.

Speaker speaker_1: ... refreshing the browser 'cause unfortunately the only IT support we can provide with that website is login issues.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: No problem. I do apologize for that inconvenience.

Speaker speaker_2: All right.