

## **Transcript: Franchesca**

**Baez-4860450247229440-5441400039489536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for selecting a message from Cheska, how may I help you? Yes, ma'am. I got a message that I was gonna be enrolled in... I apologize, ma'am. There's a lot of background noises. I cannot hear you. Hello? Hello, ma'am? I got a message from Sirs that I was gonna be enrolled in MedRx or something like that. I believe you're talking about the personal open enrollment period message that I sent out which includes their company policy of advising you that they auto-enroll their new hires into a medical preventative care plan, called MEC I don't want that coming out of my check. I don't... I've already got insurance. What are the last four of your Social Security account and decline? 3669. And the last name? B- uh, Brown. Please verify your mailing address and date of birth. Ma'am? What did you say? Yes, ma'am, to please verify your mailing address and your date of birth. 2515 Northeast Expressway, Atlanta, Georgia. My birthday is 11/25/63. We have a different address. Maybe it's your last address? Was it in Antioch, um, Tennessee? Yes, ma'am. Okay. Do you remember what that address is? 601, uh, par- um, something Nova Boulevard. Okay. Auburn Nova Boulevard, I think. Yes, ma'am. Did you need me to change it? Well, I don't want anything coming out of my check. I don't want any kind of medical... I understand. So I just need the address that we have on file in the event that you need to call us in the future for whichever reason you'll need to verify your information again. If you don't want me to update it, that's fine. It's 601 Auburn Nova Boulevard, Antioch, Tennessee. Yes, ma'am. Do you want me to update it and change it to the other one that you said, the 2515 Northeast or leave it as it is? Yes, ma'am. 2515 Northeast Expressway, Atlanta, Georgia 30345. All right, and then I have your best contact, 615-686-9577. Yes, ma'am. With the email 2023.robynbrown@gmail.com? Yes. And for the purpose of this line being recorded, you have stated you would like to cancel the current benefits with Search Staffing, correct? Yes. So I've put in the request for the cancellations. Cancellations do take seven to ten business days to process through. You may experience one to two more deductions while it's being completed. All right, thank you. Thank you. I hope you have a wonderful rest of your day. Thank you for calling us today. Okay, thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_2: Thank you for selecting a message from Cheska, how may I help you? Yes, ma'am.

Speaker speaker\_1: I got a message that I was gonna be enrolled in...

Speaker speaker\_2: I apologize, ma'am. There's a lot of background noises. I cannot hear you. Hello? Hello, ma'am?

Speaker speaker\_1: I got a message from Sirs that I was gonna be enrolled in MedRx or something like that.

Speaker speaker\_2: I believe you're talking about the personal open enrollment period message that I sent out which includes their company policy of advising you that they auto-enroll their new hires into a medical preventative care plan, called MEC

Speaker speaker\_3: I don't want that coming out of my check. I don't... I've already got insurance.

Speaker speaker\_2: What are the last four of your Social Security account and decline?

Speaker speaker\_3: 3669.

Speaker speaker\_2: And the last name?

Speaker speaker\_3: B- uh, Brown.

Speaker speaker\_2: Please verify your mailing address and date of birth.

Speaker speaker\_3: Ma'am? What did you say?

Speaker speaker\_2: Yes, ma'am, to please verify your mailing address and your date of birth.

Speaker speaker\_3: 2515 Northeast Expressway, Atlanta, Georgia. My birthday is 11/25/63.

Speaker speaker\_2: We have a different address. Maybe it's your last address?

Speaker speaker\_3: Was it in Antioch, um, Tennessee?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Do you remember what that address is?

Speaker speaker\_3: 601, uh, par- um, something Nova Boulevard.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Auburn Nova Boulevard, I think.

Speaker speaker\_2: Yes, ma'am. Did you need me to change it?

Speaker speaker\_3: Well, I don't want anything coming out of my check. I don't want any kind of medical...

Speaker speaker\_2: I understand. So I just need the address that we have on file in the event that you need to call us in the future for whichever reason you'll need to verify your information again. If you don't want me to update it, that's fine.

Speaker speaker\_3: It's 601 Auburn Nova Boulevard, Antioch, Tennessee.

Speaker speaker\_2: Yes, ma'am. Do you want me to update it and change it to the other one that you said, the 2515 Northeast or leave it as it is?

Speaker speaker\_3: Yes, ma'am. 2515 Northeast Expressway, Atlanta, Georgia 30345.

Speaker speaker\_2: All right, and then I have your best contact, 615-686-9577.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: With the email 2023.robbynbrown@gmail.com?

Speaker speaker\_3: Yes.

Speaker speaker\_2: And for the purpose of this line being recorded, you have stated you would like to cancel the current benefits with Search Staffing, correct?

Speaker speaker\_3: Yes.

Speaker speaker\_2: So I've put in the request for the cancellations. Cancellations do take seven to ten business days to process through. You may experience one to two more deductions while it's being completed.

Speaker speaker\_3: All right, thank you.

Speaker speaker\_2: Thank you. I hope you have a wonderful rest of your day. Thank you for calling us today.

Speaker speaker\_3: Okay, thank you.