

Transcript: Francesca

Baez-4992746437525504-5069520152346624

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, I wanted to make sure I opted out of the, um, automatic enrollment. What staffing company do you work with? Uh, Surge Staffing. And what are the last four of the Social and the last name? Uh, 0802, and the last name is Turner. All right, and lastly, can you verify your mailing address for me and date of birth? Uh, yes, 110 Bridge Street, um, Prattville, Alabama, 36067. Uh, birthdate of 7/21/70. I have your best phone number to reach you down as 256-424-1208? Yes. And I have your email down as smturner217@gmail.com? Yes. Thank God you did call. Um, you did not opt out of it, and the system was already pending the process of it. Do you want me to decline it for you? Um, does that mean I would be opted out? Yes, ma'am. Yes, please opt me out. I've been meaning to call. Let's see. All right, so I just need a verbal disclosure that today you would like to be opted out of auto-enrollment and decline coverage at the moment with Surge. Correct? Correct, yes. All right, so you are awesome, Ms. Turner. Um, I do have to say, if I'm not mistaken, I think you have one more week of open enrollment period. So their system is more than likely gonna send you an email saying you are going to be auto-enrolled 'cause it does not have a way to filter out of that list of contacts who already declined and who hasn't. So if you see it, you can ignore it. Okay. Okay, sounds good. I appreciate it. Of course. Was there anything else we can assist you with today? Uh, no, I think that'll do it. Well, then I hope you have a wonderful rest of your day, and thank you for your time today. Okay, thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, I wanted to make sure I opted out of the, um, automatic enrollment.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And what are the last four of the Social and the last name?

Speaker speaker_1: Uh, 0802, and the last name is Turner.

Speaker speaker_0: All right, and lastly, can you verify your mailing address for me and date of birth?

Speaker speaker_1: Uh, yes, 110 Bridge Street, um, Prattville, Alabama, 36067. Uh, birthdate of 7/21/70.

Speaker speaker_0: I have your best phone number to reach you down as 256-424-1208?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email down as smturner217@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank God you did call. Um, you did not opt out of it, and the system was already pending the process of it. Do you want me to decline it for you?

Speaker speaker_1: Um, does that mean I would be opted out?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yes, please opt me out. I've been meaning to call.

Speaker speaker_0: Let's see. All right, so I just need a verbal disclosure that today you would like to be opted out of auto-enrollment and decline coverage at the moment with Surge. Correct?

Speaker speaker_1: Correct, yes.

Speaker speaker_0: All right, so you are awesome, Ms. Turner. Um, I do have to say, if I'm not mistaken, I think you have one more week of open enrollment period. So their system is more than likely gonna send you an email saying you are going to be auto-enrolled 'cause it does not have a way to filter out of that list of contacts who already declined and who hasn't. So if you see it, you can ignore it.

Speaker speaker_1: Okay. Okay, sounds good. I appreciate it.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: Uh, no, I think that'll do it.

Speaker speaker_0: Well, then I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Okay, thank you. Bye-bye.

Speaker speaker_0: Bye.