

Transcript: Francesca

Baez-5002697023897600-4957061587091456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling . My name is Francesca. How can I assist you today? Hm. I'm a new hire. I was calling about me not wanting my insurance. Okay. Were you going to decline or cancel it? Right. Okay. What staffing company do you work with in one of the last four of your social, Mr. Reed? It's Surge out of Ashland, Ohio. Uh, 5343. All right, and for security purposes, will you mind verifying your mailing address for me and date of birth? Okay. 3145 State Route 61 South Willard, Ohio 44890. 9/20/65. We have the best phone number to reach you down as 567-224-3449. Same as caller I.D. shows you're calling on today? Correct. And lastly, I have your email address down as jimi_ with an l underscore is v as in Victor, t as in Thomas @yahoo.com. Could you say that again? Yes, sir. I have Jimi, J-I-M-I underscore S, v as in Victor, t @yahoo.com. Right. Okay. So Mr. Reed, you're actually a rehire with Surge. You work with them once in 2024. So their auto-enrollment will not be taking effect on you. However, if you wish to, I can process a declination for this year's offering. Right. Okay. So I'll go ahead and process that declination. Was there anything else ■as-ask-tu-nu that we can assist you with today? Uh... I think the one check... yes. Uh, deck... E-M-E-D, right, tax name? No, sir. That probably more than likely is a federal tax issue on your government, um, by the state. Okay. So you don't have anything active on this side. Great. And that's not the initials of a deduction for the benefits that Surge offers either. Okay. Great. All right. Any other questions that I can help you with today? So everything's canceled, right? Yes, sir. So you don't have anything that I can cancel since you were not enrolled in any benefit and there was no enrollment process. What I did was I just declined the offerings. Sorry. I declined the offerings for this year. So there was anything to canceled- Right. ... and there was no auto-enrollment being processed, but just to be safe, I processed that declination for you. Thank you so much. No problem. It was my pleasure. Was there anything else we can assist you with today? That'll do it. All right. I hope you have a wonderful rest of your day. Thank you for your time on calling benefits and ■?nu car today. Okay. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling . My name is Francesca. How can I assist you today?

Speaker speaker_2: Hm. I'm a new hire. I was calling about me not wanting my insurance.

Speaker speaker_1: Okay. Were you going to decline or cancel it?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. What staffing company do you work with in one of the last four of your social, Mr. Reed?

Speaker speaker_2: It's Surge out of Ashland, Ohio. Uh, 5343.

Speaker speaker_1: All right, and for security purposes, will you mind verifying your mailing address for me and date of birth?

Speaker speaker_2: Okay. 3145 State Route 61 South Willard, Ohio 44890. 9/20/65.

Speaker speaker_1: We have the best phone number to reach you down as 567-224-3449. Same as caller I.D. shows you're calling on today?

Speaker speaker_2: Correct.

Speaker speaker_1: And lastly, I have your email address down as jimi_ with an I underscore is v as in Victor, t as in Thomas @yahoo.com.

Speaker speaker_2: Could you say that again?

Speaker speaker_1: Yes, sir. I have Jimi, J-I-M-I underscore S, v as in Victor, t @yahoo.com.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So Mr. Reed, you're actually a rehire with Surge. You work with them once in 2024. So their auto-enrollment will not be taking effect on you. However, if you wish to, I can process a declination for this year's offering.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So I'll go ahead and process that declination. Was there anything else ■as-ask-tu-nu that we can assist you with today?

Speaker speaker_2: Uh... I think the one check... yes. Uh, deck... E-M-E-D, right, tax name?

Speaker speaker_1: No, sir. That probably more than likely is a federal tax issue on your government, um, by the state.

Speaker speaker_2: Okay.

Speaker speaker_1: So you don't have anything active on this side.

Speaker speaker_2: Great.

Speaker speaker_1: And that's not the initials of a deduction for the benefits that Surge offers either.

Speaker speaker_2: Okay. Great.

Speaker speaker_1: All right. Any other questions that I can help you with today?

Speaker speaker_2: So everything's canceled, right?

Speaker speaker_1: Yes, sir. So you don't have anything that I can cancel since you were not enrolled in any benefit and there was no enrollment process. What I did was I just declined the offerings. Sorry. I declined the offerings for this year. So there was anything to canceled-

Speaker speaker_2: Right.

Speaker speaker_1: ... and there was no auto-enrollment being processed, but just to be safe, I processed that declination for you.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: No problem. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_2: That'll do it.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for your time on calling benefits and ■?nu car today.

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_1: Bye-bye.