

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... How can I assist you today? Hello. How can I assist you today, sir? What'd you say? Yes, sir. How can I assist you today? Oh, somebody sent me a text about some service. From Source Staffing? Do they have anything with the initials MEC by any chance? What is that? Yes, sir. So I'm trying to ask whether or not that was in the message. You want me to try to decipher which message was sent to you? Is that in the text message you received? Yeah, it's a text about some auto enrollment. I don't need no insurance. Okay. So they are advising in regards to their company policy, they auto-enroll new hires into that MEC plan, which is a medical preventative care plan. Our information is provided so that you can decline it if you don't want it or request to enroll into a different plan. Yeah. I, I decline... I decline. I got my own insurance. Okay. Let me go ahead and process it out. What are the last four of your Social Security account? 8264. And your last name? Smith. And to make sure this is the right account, could you verify your mailing address and date of birth? 1155 Burnlake Drive, Yellow House, 43119. All right. And what is that date of birth? 9/16/1968. I have that phone number, same as the one you called in, ending in 7207? Yes. With the email cs217569@gmail.com? Yes. Oh, I see what happened. So you're correct, you did already cancel it out. It looks like you recently started a new assignment after that declination on October. So that would be why it's to ask you and send you that text messages and have a way to filter out who already declined, but you can simply ignore it. Okay. All right. Thanks a lot. Of course. Thank you for calling us. I hope you have a wonderful rest of your day.

Conversation Format

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

Speaker speaker_1: Thank you for calling... How can I assist you today?

Speaker speaker_2: Hello.

Speaker speaker_1: How can I assist you today, sir?

Speaker speaker_2: What'd you say?

Speaker speaker_1: Yes, sir. How can I assist you today?

Speaker speaker_2: Oh, somebody sent me a text about some service.

Speaker speaker_1: From Source Staffing? Do they have anything with the initials MEC by any chance?

Speaker speaker_2: What is that?

Speaker speaker_1: Yes, sir. So I'm trying to ask whether or not that was in the message. You want me to try to decipher which message was sent to you? Is that in the text message you received?

Speaker speaker_2: Yeah, it's a text about some auto enrollment. I don't need no insurance.

Speaker speaker_1: Okay. So they are advising in regards to their company policy, they auto-enroll new hires into that MEC plan, which is a medical preventative care plan. Our information is provided so that you can decline it if you don't want it or request to enroll into a different plan.

Speaker speaker_2: Yeah. I, I decline... I decline. I got my own insurance.

Speaker speaker_1: Okay. Let me go ahead and process it out. What are the last four of your Social Security account?

Speaker speaker_2: 8264.

Speaker speaker_1: And your last name?

Speaker speaker_2: Smith.

Speaker speaker_1: And to make sure this is the right account, could you verify your mailing address and date of birth?

Speaker speaker_2: 1155 Burnlake Drive, Yellow House, 43119.

Speaker speaker_1: All right. And what is that date of birth?

Speaker speaker_2: 9/16/1968.

Speaker speaker_1: I have that phone number, same as the one you called in, ending in 7207?

Speaker speaker_2: Yes.

Speaker speaker_1: With the email cs217569@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Oh, I see what happened. So you're correct, you did already cancel it out. It looks like you recently started a new assignment after that declination on October. So that would be why it's to ask you and send you that text messages and have a way to filter out who already declined, but you can simply ignore it.

Speaker speaker_2: Okay. All right. Thanks a lot.

Speaker speaker_1: Of course. Thank you for calling us. I hope you have a wonderful rest of your day.