

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today? Francesca, good morning. My name is Crystal Plains. I just signed up with, um, Surge and, um, it said to call this number if you want to opt out of the medical side of it. Okay, so there's a possibility we may not have the file just yet. Okay. So let's take a look because sometimes they come a little sooner than usual. Okay. If not, then we can create the file as well to decline it. Okay. The only thing is I would need the full social. However, if you don't feel- Okay. ... comfortable with the full social, you can always call in next week to see if we get it by then. Okay, no worries. What are the last four of the social? Seven, 447. Can we see your last name, Plains? Plains, P-L-A-I-N-S. Yeah, so looks like we have not received it yet. I tried it with the social and also with just the last name, but we don't have any file- Mm-hmm. ... with that last name yet. Do you want me- Okay. ... to create it with you, or do you want to call back next week? Let's go ahead and create it because I don't want them to direct it. All right. All right, Miss Crystal, what is the full social? 592-077-447. And the first name will be C-R-Y-S-T-L, or is it spelled different? C-R-Y-S-T-A-L, Crystal. C-A-L. All right. And what is the mailing address? 3580 McGehee, M-C-G-E-H-E-E, Place Drive South, number 85. And what is the ZIP code? 36111. City and state is Montgomery, Alabama? Correct. And then 85 is the apartment number, correct? Yes. What is your date of birth? January 11th, 1966. 01/11/66, is this correct? Yes. And will you like to put the phone number you're calling on on the account or a different phone number in the event that we need to contact you in the future? It's 941-900-8100. And the last one is optional. Would you like to put an email address in this account? No. All right. Bear with me one moment. Let me make sure everything was saved properly when I created the account so that we can decline that enrollment. Okay. There we go. Okay. And then just for the purpose of the line being recorded, you stated today you would like to decline Add-on Enroll and Research Staffing, correct? That is correct. All right. You are awesome, Miss Plains. Was there anything else we can assist you with today? No, Francesca, you've been most helpful. Uh, thank you for your time today. Have a good weekend. Happy holidays. Thank you. You, too. Um, I did want to let you know once you do get an assignment with them and start working- Mm-hmm. ... there's a possibility their system might send you text messages, emails, or calls to opt out as a reminder. Mm-hmm. You can simply ignore those since we already opted you out. It just doesn't have a way to filter who has already processed the declination and who hasn't. Okay, not a problem. I will do it. All right. I hope you have a wonderful rest of the year. You, too. Mm, bye for now. Bye.

Conversation Format

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

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

Speaker speaker_2: Francesca, good morning. My name is Crystal Plains. I just signed up with, um, Surge and, um, it said to call this number if you want to opt out of the medical side of it.

Speaker speaker_1: Okay, so there's a possibility we may not have the file just yet.

Speaker speaker_2: Okay.

Speaker speaker_1: So let's take a look because sometimes they come a little sooner than usual.

Speaker speaker_2: Okay.

Speaker speaker_1: If not, then we can create the file as well to decline it.

Speaker speaker_2: Okay.

Speaker speaker_1: The only thing is I would need the full social. However, if you don't feel-

Speaker speaker_2: Okay.

Speaker speaker_1: ... comfortable with the full social, you can always call in next week to see if we get it by then.

Speaker speaker_2: Okay, no worries.

Speaker speaker_1: What are the last four of the social?

Speaker speaker_2: Seven, 447.

Speaker speaker_1: Can we see your last name, Plains?

Speaker speaker_2: Plains, P-L-A-I-N-S.

Speaker speaker_1: Yeah, so looks like we have not received it yet. I tried it with the social and also with just the last name, but we don't have any file-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... with that last name yet. Do you want me-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to create it with you, or do you want to call back next week?

Speaker speaker_2: Let's go ahead and create it because I don't want them to direct it.

Speaker speaker_1: All right. All right, Miss Crystal, what is the full social?

Speaker speaker_2: 592-077-447.

Speaker speaker_1: And the first name will be C-R-Y-S-T-L, or is it spelled different?

Speaker speaker_2: C-R-Y-S-T-A-L, Crystal.

Speaker speaker_1: C-A-L. All right. And what is the mailing address?

Speaker speaker_2: 3580 McGehee, M-C-G-E-H-E-E, Place Drive South, number 85.

Speaker speaker_1: And what is the ZIP code?

Speaker speaker_2: 36111.

Speaker speaker_1: City and state is Montgomery, Alabama?

Speaker speaker_2: Correct.

Speaker speaker_1: And then 85 is the apartment number, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: What is your date of birth?

Speaker speaker_2: January 11th, 1966.

Speaker speaker_1: 01/11/66, is this correct?

Speaker speaker_2: Yes.

Speaker speaker_1: And will you like to put the phone number you're calling on on the account or a different phone number in the event that we need to contact you in the future?

Speaker speaker_2: It's 941-900-8100.

Speaker speaker_1: And the last one is optional. Would you like to put an email address in this account?

Speaker speaker_2: No.

Speaker speaker_1: All right. Bear with me one moment. Let me make sure everything was saved properly when I created the account so that we can decline that enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: There we go. Okay. And then just for the purpose of the line being recorded, you stated today you would like to decline Add-on Enroll and Research Staffing, correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. You are awesome, Miss Plains. Was there anything else we can assist you with today?

Speaker speaker_2: No, Francesca, you've been most helpful. Uh, thank you for your time today. Have a good weekend. Happy holidays.

Speaker speaker_1: Thank you. You, too. Um, I did want to let you know once you do get an assignment with them and start working-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... there's a possibility their system might send you text messages, emails, or calls to opt out as a reminder.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You can simply ignore those since we already opted you out. It just doesn't have a way to filter who has already processed the declination and who hasn't.

Speaker speaker_2: Okay, not a problem. I will do it.

Speaker speaker_1: All right. I hope you have a wonderful rest of the year.

Speaker speaker_2: You, too. Mm, bye for now.

Speaker speaker_1: Bye.