

## **Transcript: Francesca**

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### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, um, I'm a par at Surge Staffing and I guess I got automatically enrolled into benefits and I don't need the benefits. I have insurance and everything else already. Okay. We'll be happy to assist you in declining or canceling. What are the last four of your Social? Three, six, eight, three. What are the last four of the Social? Three, six, eight, three. And the last name? Gresham. Please verify your mailing address and your date of birth. It's m- I might have changed to, what, what you got. It's 930 State Street, Norman, Indiana. I'm thinking you might have 839 Linden Middle Square. So we have the State Street one. Okay. What is that date of birth? 10/6/83. Um, now so you go onto the right side and you go on- We have a phone number down as 502-702-6701? Correct. And we have your email down as last name, first initial, 323@gmail.com? Correct. Okay, so they have not actually processed any enrollments yet, so we'll go ahead and process a declination instead. Okay, good. Thank you. Of course. And then I just need that verbal disclosure that today you would like to decline auto-enrollment as well as the coverage with Surge Staffing. I mean, Integrity Trade Services, sorry. Say what? Um, yes. I was saying, "I just need the verbal disclosure that today you would like to decline coverage with Integrity Trade Services." Yes, I would, yes, I would definitely like to decline with Integrity Trade Services. All right, you are all set. Um, you might have, have been confused because I put a different staffing company. I do apologize. Say what? Um, yes. I was just saying that you could have been a bit confused, because I had put a different staffing company than Integrity Trade Services. Oh, yeah. Integrity, oh, yeah. I'm through Surge right... I went, I went through Integrity but I don't like the job they got so I went through Surge. So you actually have with Surge now? Yeah, I'm with Surge now, I guess. Was it recently by any chance? Because the file that we have on this- Yeah. ... one shows that this month you were- Yep. ... supposed to have started with them. Yeah, I, I started this month with Integrity and I started last week, last Thursday with, uh, Surge. Okay, so bear with me one moment. They have not provided us a file for you with Surge, so I'll have to create one. Can you verify the first three digits- Okay. ... of your Social? 316. All right. And then give me one second while I go ahead and transfer the information over. Yeah, you're fine. Yeah. I'm happy to hear. You're welcome. Bye-bye. Can you back up? Come to this document if you want to see what the benefits cover. Where are they? Where I can get it at? So I'll get that passed. Right here? Okay, give me one second. You can start. This one, okay. Thank you. All right, so you are going to be all set. I also declined you with Surge. Now due to the fact that with both staffing companies you just started your open enrollment period, you're going to be receiving text messages from both of them advising you in regards- Okay. ... to you being auto-enrolled into whichever plan it is that that specific staffing company has set up. You can ignore the text messages from both of them, from Surge as well as from Integrity Trade Services since we

declined you on both files now. The thing is their system doesn't have a way to filter out of the contact list who has already called in to decline or cancel. So it still sends out those messages. Okay. All right, so you are all set. Was there anything else aside from declining on both staffing that we can assist you with today, with today? Nope, that will be it. Thank you so much. My pleasure. Have a great day, and thank you for calling Benefits in a Car. All right, you too. 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: Yes, um, I'm a par at Surge Staffing and I guess I got automatically enrolled into benefits and I don't need the benefits. I have insurance and everything else already.

Speaker speaker\_0: Okay. We'll be happy to assist you in declining or canceling. What are the last four of your Social?

Speaker speaker\_1: Three, six, eight, three.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: Three, six, eight, three.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Gresham.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: It's m- I might have changed to, what, what you got. It's 930 State Street, Norman, Indiana. I'm thinking you might have 839 Linden Middle Square.

Speaker speaker\_0: So we have the State Street one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is that date of birth?

Speaker speaker\_1: 10/6/83.

Speaker speaker\_2: Um, now so you go onto the right side and you go on-

Speaker speaker\_0: We have a phone number down as 502-702-6701?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And we have your email down as last name, first initial, 323@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, so they have not actually processed any enrollments yet, so we'll go ahead and process a declination instead.

Speaker speaker\_1: Okay, good. Thank you.

Speaker speaker\_0: Of course. And then I just need that verbal disclosure that today you would like to decline auto-enrollment as well as the coverage with Surge Staffing. I mean, Integrity Trade Services, sorry.

Speaker speaker\_1: Say what?

Speaker speaker\_0: Um, yes. I was saying, "I just need the verbal disclosure that today you would like to decline coverage with Integrity Trade Services."

Speaker speaker\_1: Yes, I would, yes, I would definitely like to decline with Integrity Trade Services.

Speaker speaker\_0: All right, you are all set. Um, you might have, have been confused because I put a different staffing company. I do apologize.

Speaker speaker\_1: Say what?

Speaker speaker\_0: Um, yes. I was just saying that you could have been a bit confused, because I had put a different staffing company than Integrity Trade Services.

Speaker speaker\_1: Oh, yeah. Integrity, oh, yeah. I'm through Surge right... I went, I went through Integrity but I don't like the job they got so I went through Surge.

Speaker speaker\_0: So you actually have with Surge now?

Speaker speaker\_1: Yeah, I'm with Surge now, I guess.

Speaker speaker\_0: Was it recently by any chance? Because the file that we have on this-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... one shows that this month you were-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... supposed to have started with them.

Speaker speaker\_1: Yeah, I, I started this month with Integrity and I started last week, last Thursday with, uh, Surge.

Speaker speaker\_0: Okay, so bear with me one moment. They have not provided us a file for you with Surge, so I'll have to create one. Can you verify the first three digits-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of your Social?

Speaker speaker\_1: 316.

Speaker speaker\_0: All right. And then give me one second while I go ahead and transfer the information over.

Speaker speaker\_1: Yeah, you're fine.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I'm happy to hear.

Speaker speaker\_2: You're welcome. Bye-bye. Can you back up? Come to this document if you want to see what the benefits cover.

Speaker speaker\_1: Where are they? Where I can get it at?

Speaker speaker\_2: So I'll get that passed.

Speaker speaker\_1: Right here?

Speaker speaker\_2: Okay, give me one second. You can start.

Speaker speaker\_1: This one, okay. Thank you.

Speaker speaker\_0: All right, so you are going to be all set. I also declined you with Surge. Now due to the fact that with both staffing companies you just started your open enrollment period, you're going to be receiving text messages from both of them advising you in regards-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to you being auto-enrolled into whichever plan it is that that specific staffing company has set up. You can ignore the text messages from both of them, from Surge as well as from Integrity Trade Services since we declined you on both files now. The thing is their system doesn't have a way to filter out of the contact list who has already called in to decline or cancel. So it still sends out those messages.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, so you are all set. Was there anything else aside from declining on both staffing that we can assist you with today, with today?

Speaker speaker\_1: Nope, that will be it. Thank you so much.

Speaker speaker\_0: My pleasure. Have a great day, and thank you for calling Benefits in a Car.

Speaker speaker\_1: All right, you too. Bye-bye.