

Transcript: Francesca

Baez-5338065629921280-4934923423629312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning, my name is Francesca benefits intercare calling to speak with Mr. Renfro on behalf of Surge Staffing. We're calling in regards to the text message that you received yesterday from Surge about auto-enrollment, um, to which you replied that you tried calling but no one answered. We apologize for that inconvenience. I do have to let you know, as of right now the system did try to process that auto-enrollment already. Um, however, due to there being no payment consecutively while it was trying to take the deduction, the system actually canceled the policy itself already. So as of right now, you won't be able to auto-enroll into any coverage since the declaration has already been processed through the system. In the event that you have any questions in regards to this or would like to speak with us in regards to this again, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you for your time as well as for listening to this message.

Conversation Format

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

Speaker speaker_1: Good morning, my name is Francesca benefits intercare calling to speak with Mr. Renfro on behalf of Surge Staffing. We're calling in regards to the text message that you received yesterday from Surge about auto-enrollment, um, to which you replied that you tried calling but no one answered. We apologize for that inconvenience. I do have to let you know, as of right now the system did try to process that auto-enrollment already. Um, however, due to there being no payment consecutively while it was trying to take the deduction, the system actually canceled the policy itself already. So as of right now, you won't be able to auto-enroll into any coverage since the declaration has already been processed through the system. In the event that you have any questions in regards to this or would like to speak with us in regards to this again, we're open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I do hope you have a wonderful rest of your day. Thank you for your time as well as for listening to this message.