

Transcript: Francesca

Baez-5362254205992960-6003181069058048

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Um, my name's Taylor Parsons and I recently just got applied for a job with Surge. And I would like to opt out of the, um, insurance. What are the last four of the social? Uh, 5491. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, mailing address is 2584 McKay Way. And this the date of birth? Uh, 04-26-89. We have best contact 775-309-2017. That is me. And we have your email down as first and last name 21 at gmail.com? That is correct. And for the purpose of this line being recorded, you stated you would like to decline out of enrollment and coverage for Surge at the moment? Yes. I would like to decline on the insurance. Right. So you are all set. I opted you out. The system makes you send you messages or reminders to call to let a client into the fact that it does not have a way to filter who already declined and who has not. Okay. All right. Well, is there anything else we can assist you with today? Nope. That's just it. Thank you very much. My pleasure. Hope you have a wonderful rest of your day. And thank you for calling Benefits in a Card today. All right. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, my name's Taylor Parsons and I recently just got applied for a job with Surge. And I would like to opt out of the, um, insurance.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: Uh, 5491.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, mailing address is 2584 McKay Way. And this the date of birth? Uh, 04-26-89.

Speaker speaker_0: We have best contact 775-309-2017.

Speaker speaker_1: That is me.

Speaker speaker_0: And we have your email down as first and last name 21 at gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: And for the purpose of this line being recorded, you stated you would like to decline out of enrollment and coverage for Surge at the moment?

Speaker speaker_1: Yes. I would like to decline on the insurance.

Speaker speaker_0: Right. So you are all set. I opted you out. The system makes you send you messages or reminders to call to let a client into the fact that it does not have a way to filter who already declined and who has not.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else we can assist you with today?

Speaker speaker_1: Nope. That's just it. Thank you very much.

Speaker speaker_0: My pleasure. Hope you have a wonderful rest of your day. And thank you for calling Benefits in a Card today.

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Bye.