

## **Transcript: Francesca**

**Baez-5466591880069120-6413180257746944**

### **Full Transcript**

Thank you for calling my name is Francesca. How can I assist you today? Um, I don't want the health, healthcare that you have. So I don't... They said to call before my 30 days were up. What staffing company do you work with? Surge Healthcare. Surge. What is the last four of your Social? 0550. Last name? Christman. While I open your file, I'd like to clarify we don't own any benefits. We only administer them. Surge Staffing is the one offering them. Can you verify your mailing address and date of birth so I can make sure I have the right account in front of me, please? 2264 206 Franklin Avenue, Sidney, Ohio. We have that phone number to contact down as 937-538-0444. 0244. I'm gonna have your email down as your last name, kathy492@gmail.com? Yes, ma'am. And lastly, for the purpose of the line being recorded, you stated you would like to decline auto-enrollment and coverage with Surge Staffing. Correct? Yes. Correct. Right, so you are all set. Um, their system could still send you reminders to the declining call. You can simply ignore them. It doesn't have a way to filter who has already declined and who has not. Okay. Was there anything else we can assist you with today? Nope. That's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling my name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, I don't want the health, healthcare that you have. So I don't... They said to call before my 30 days were up.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Surge Healthcare. Surge.

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

Speaker speaker\_1: 0550.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Christman.

Speaker speaker\_0: While I open your file, I'd like to clarify we don't own any benefits. We only administer them. Surge Staffing is the one offering them. Can you verify your mailing

address and date of birth so I can make sure I have the right account in front of me, please?

Speaker speaker\_1: 2264 206 Franklin Avenue, Sidney, Ohio.

Speaker speaker\_0: We have that phone number to contact down as 937-538-0444.

Speaker speaker\_1: 0244.

Speaker speaker\_0: I'm gonna have your email down as your last name, kathy492@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And lastly, for the purpose of the line being recorded, you stated you would like to decline auto-enrollment and coverage with Surge Staffing. Correct?

Speaker speaker\_1: Yes. Correct.

Speaker speaker\_0: Right, so you are all set. Um, their system could still send you reminders to the declining call. You can simply ignore them. It doesn't have a way to filter who has already declined and who has not.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else we can assist you with today?

Speaker speaker\_1: Nope. That's it.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Bye-bye.