

## **Transcript: Franchesca**

**Baez-5616276851867648-5786109186883584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Come in. We're just running checks. Hello? Yes, hello, sir. Sorry, I barely can hear you. I apologize, sir. Can you hear me better now? I do. Uh, I've just got a text from you guys, something about Surge, but I am no longer employed with Surge, so I want to keep you all from going to all the trouble that you're going to go through, and... Cancel service? Yeah. Sure, I wouldn't mind assisting you with that. I do just want you to keep in mind, if you're not working with Surge, there wouldn't be any way to get the money for the benefits. The policy cancel itself after five consecutive weeks of there being a deduction, as well as the fact that you wouldn't get in trouble if you have benefits with a staffing company. Unless you have a current carrier that would- Okay. ... make it an issue. Well, I've got, I've got already... I worked one week with them and I couldn't do that job, so I've got another job. I'm not employed with them and I don't want them taking money away from me. I've only got three days on this check, so not sure how I need to handle that. And I've got insurance now through BlueCross Blue Shield already. Sure, sir. What are the last four of the Social? 1449. What is the last name? Chiz, C-H-I-Z. Please verify your mailing address and date of birth. Uh, 666 Alabama Highway 75, Horton, Alabama, 35980. And date of birth, 12/21/62. We have a phone number to reach you, 205-353-7016. I'm sorry? Yes, sir. We have a phone number to reach you down as 205-353-7016. Yeah. We have your email down as ffr1935@gmail.com. Yes. For the purpose of the line being recorded, you have stated you want to be opted out of auto-enrollment with Surge Staffing, correct? Yeah, I'm not... no longer employed- You're all set. I'm sorry? I am no longer employed with Surge. Yes, sir. I understand that. Like I stated, the only reason why I needed to do that verbal statement is due to the line being recorded. We need to have a record of you advising that you want it to be declined. But you are all set. Was there anything else we can assist you with today? That is all. Have a wonderful rest of your day. Thank you for calling Benefits in a Cart today. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Come in.

Speaker speaker\_2: We're just running checks.

Speaker speaker\_3: Hello?

Speaker speaker\_2: Yes, hello, sir.

Speaker speaker\_3: Sorry, I barely can hear you.

Speaker speaker\_2: I apologize, sir. Can you hear me better now?

Speaker speaker\_3: I do. Uh, I've just got a text from you guys, something about Surge, but I am no longer employed with Surge, so I want to keep you all from going to all the trouble that you're going to go through, and... Cancel service? Yeah.

Speaker speaker\_2: Sure, I wouldn't mind assisting you with that. I do just want you to keep in mind, if you're not working with Surge, there wouldn't be any way to get the money for the benefits. The policy cancel itself after five consecutive weeks of there being a deduction, as well as the fact that you wouldn't get in trouble if you have benefits with a staffing company. Unless you have a current carrier that would-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... make it an issue.

Speaker speaker\_3: Well, I've got, I've got already... I worked one week with them and I couldn't do that job, so I've got another job. I'm not employed with them and I don't want them taking money away from me. I've only got three days on this check, so not sure how I need to handle that. And I've got insurance now through BlueCross Blue Shield already.

Speaker speaker\_2: Sure, sir. What are the last four of the Social?

Speaker speaker\_3: 1449.

Speaker speaker\_2: What is the last name?

Speaker speaker\_3: Chiz, C-H-I-Z.

Speaker speaker\_2: Please verify your mailing address and date of birth.

Speaker speaker\_3: Uh, 666 Alabama Highway 75, Horton, Alabama, 35980. And date of birth, 12/21/62.

Speaker speaker\_2: We have a phone number to reach you, 205-353-7016.

Speaker speaker\_3: I'm sorry?

Speaker speaker\_2: Yes, sir. We have a phone number to reach you down as 205-353-7016.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: We have your email down as ffr1935@gmail.com.

Speaker speaker\_3: Yes.

Speaker speaker\_2: For the purpose of the line being recorded, you have stated you want to be opted out of auto-enrollment with Surge Staffing, correct?

Speaker speaker\_3: Yeah, I'm not... no longer employed-

Speaker speaker\_2: You're all set. I'm sorry?

Speaker speaker\_3: I am no longer employed with Surge.

Speaker speaker\_2: Yes, sir. I understand that. Like I stated, the only reason why I needed to do that verbal statement is due to the line being recorded. We need to have a record of you advising that you want it to be declined. But you are all set. Was there anything else we can assist you with today?

Speaker speaker\_3: That is all.

Speaker speaker\_2: Have a wonderful rest of your day. Thank you for calling Benefits in a Cart today.

Speaker speaker\_3: You too. Bye-bye.

Speaker speaker\_2: Bye-bye.