

Transcript: Francesca

Baez-5631985290526720-5619842075803648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Yeah, hi, my name's Darren Miller. I'm finished doing my, uh, my onboarding through the Surge Staffing and I, I, uh, I wanna decline all of the benefits and it says to call this number to, uh, confirm it or whatever. Okay. Let me see if we have your account number. What are the last four of the Social? Uh, 4-1-3-8. And we did say last name Miller, correct? Yeah, correct. Yep. Miller. Could you please verify your mailing address and your date of birth? Yeah, it's, uh, 61 West Railroad Street, Newark, Ohio, uh, August 15th, 1990. I have the best phone number to reach you down as 740-670-1455. Correct. Yep. We have your email down as lastnamefirstname357@gmail.com. Yeah. So Mr. Miller, you're actually a rehire with Surge Staffing, so auto-enrollment only takes effect with the new hires, um, but I will still process the declination that you requested for. The reason why I'm talking about the auto-enrollment, when you start working with them, you're gonna get your first paycheck and that's gonna start your personal enrollment period, and since their system is already used to the auto-enrollment, it's gonna send you emails telling you to decline it, but you can simply ignore them, 'cause you're a rehire, so it won't take effect as well as the fact that when you started working with them, you had already declined it back in 2023. Yeah. All right. So I just- So do I- Go ahead, I'm sorry. So I don't have to fill out this information or whatever, I can just, uh, leave it blank then, I guess, I, or what? So I'm not sure about for the part of the auto-enrollment. I know for the insurance part, you don't have to worry about that one. You can leave it either blank or if there's anything where it says, "No coverage," or, "I do not wish to participate," you can click on either one of those, but you're good at the moment. The only way that you can possibly get enrolled into benefits with Surge is if you specifically fill out a form requesting a plan or call in like you did today to ask for it. Okay. All right. All right. Okay. Was there anything else- I- ... we can assist you with today? Uh, nope, that was it. Thank you. No problem. I hope you have a wonderful rest of your day, and thank you for your time today. Okay. Thanks.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, hi, my name's Darren Miller. I'm finished doing my, uh, my onboarding through the Surge Staffing and I, I, uh, I wanna decline all of the benefits and it says to call this number to, uh, confirm it or whatever.

Speaker speaker_1: Okay. Let me see if we have your account number. What are the last four of the Social?

Speaker speaker_2: Uh, 4-1-3-8.

Speaker speaker_1: And we did say last name Miller, correct?

Speaker speaker_2: Yeah, correct. Yep.

Speaker speaker_1: Miller. Could you please verify your mailing address and your date of birth?

Speaker speaker_2: Yeah, it's, uh, 61 West Railroad Street, Newark, Ohio, uh, August 15th, 1990.

Speaker speaker_1: I have the best phone number to reach you down as 740-670-1455.

Speaker speaker_2: Correct. Yep.

Speaker speaker_1: We have your email down as lastnamefirstname357@gmail.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: So Mr. Miller, you're actually a rehire with Surge Staffing, so auto-enrollment only takes effect with the new hires, um, but I will still process the declination that you requested for. The reason why I'm talking about the auto-enrollment, when you start working with them, you're gonna get your first paycheck and that's gonna start your personal enrollment period, and since their system is already used to the auto-enrollment, it's gonna send you emails telling you to decline it, but you can simply ignore them, 'cause you're a rehire, so it won't take effect as well as the fact that when you started working with them, you had already declined it back in 2023.

Speaker speaker_2: Yeah. All right.

Speaker speaker_1: So I just-

Speaker speaker_2: So do I-

Speaker speaker_1: Go ahead, I'm sorry.

Speaker speaker_2: So I don't have to fill out this information or whatever, I can just, uh, leave it blank then, I guess, I, or what?

Speaker speaker_1: So I'm not sure about for the part of the auto-enrollment. I know for the insurance part, you don't have to worry about that one. You can leave it either blank or if there's anything where it says, "No coverage," or, "I do not wish to participate," you can click on either one of those, but you're good at the moment. The only way that you can possibly get enrolled into benefits with Surge is if you specifically fill out a form requesting a plan or call in

like you did today to ask for it.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Okay. Was there anything else-

Speaker speaker_2: I-

Speaker speaker_1: ... we can assist you with today?

Speaker speaker_2: Uh, nope, that was it. Thank you.

Speaker speaker_1: No problem. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Okay. Thanks.