

## **Transcript: Francesca**

**Baez-5744195816439808-5664736505544704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, I got a text from Surge saying, uh, to call this number if I wanted to cancel my benefits. What staffing company do you work with? S-Surge. What are the last four of your Social? 0287. And your last name? Jaynes. J-A-Y-N-S, Nicole, E-S. Please verify your mailing address and date of birth. What's that? Please verify your mailing address and date of birth. 17561 Sylvania Avenue, uh, 0520, or 052603. Last contact we have is 269-362-1728? Yes. We have your email down as first initial, last name to 680@gmail.com? Yes, ma'am. You have not been enrolled into any coverage, but I can do a decline so that you're not auto-enrolled. Would that be okay with you? Uh, can you repeat that? You don't have coverage, sir. You have not been enrolled. The only thing that we can do at the minute is decline so you do not get enrolled. I don't want to enroll. For the purpose of the line being recorded, you said that you would like to decline auto-enrollment, correct? I said I do not want to be enrolled into the medical benefits. Yes, Mr. Christopher. Due to that, and the line being recorded, you stated you would like to decline auto-enrollment, correct? Yes. Yes, yes. Sorry, I didn't hear you the first time. That's all right- I didn't hear you say decline. ... your information has been processed. Was there anything else we can assist you with today? No, ma'am. Have a wonderful rest of your day. Thank you for calling Benefits in a Car today. You too. Bye-bye. Goodnight.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, I got a text from Surge saying, uh, to call this number if I wanted to cancel my benefits.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: S-Surge.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 0287.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: Jaynes. J-A-Y-N-S, Nicole, E-S.

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: What's that?

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: 17561 Sylvania Avenue, uh, 0520, or 052603.

Speaker speaker\_1: Last contact we have is 269-362-1728?

Speaker speaker\_2: Yes.

Speaker speaker\_1: We have your email down as first initial, last name to 680@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: You have not been enrolled into any coverage, but I can do a decline so that you're not auto-enrolled. Would that be okay with you?

Speaker speaker\_2: Uh, can you repeat that?

Speaker speaker\_1: You don't have coverage, sir. You have not been enrolled. The only thing that we can do at the minute is decline so you do not get enrolled.

Speaker speaker\_2: I don't want to enroll.

Speaker speaker\_1: For the purpose of the line being recorded, you said that you would like to decline auto-enrollment, correct?

Speaker speaker\_2: I said I do not want to be enrolled into the medical benefits.

Speaker speaker\_1: Yes, Mr. Christopher. Due to that, and the line being recorded, you stated you would like to decline auto-enrollment, correct?

Speaker speaker\_2: Yes. Yes, yes. Sorry, I didn't hear you the first time.

Speaker speaker\_1: That's all right-

Speaker speaker\_2: I didn't hear you say decline.

Speaker speaker\_1: ... your information has been processed. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Have a wonderful rest of your day. Thank you for calling Benefits in a Car today.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Goodnight.