

Transcript: Francesca

Baez-5765440012763136-6491352702337024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits in a Car. I'm calling on behalf of Surge Staffing to speak with Mr. James Schlenk Jr. Sorry if I mispronounced it. Yeah, it's Schlenk. Yes. This is him. All right. Good morning, sir. I was calling back in regards to the text message you received on Thursday, where you answered Huh? I guess you weren't... I'm unsure as to what it was in regards to. Yeah. So I was just going to clarify, that message is advising you of your personal enrollment period for the medical benefits of Surge offers, as well as the fact that they have a company policy where they auto-enroll new hires into a medical preventative care plan. So you have those 30 days to opt out before their system processes. Oh, okay. Uh, how do I opt out a- exactly? I can process the declination and opt you out, if you like. Sure. If you would, please. Of course. So I just need the verbal consent stating that today you would like to decline auto-enrollment with Surge Staffing. Yes. All right. So you are all set. The system could still send you three to four more messages 'cause it doesn't have a way to filter out who has already opted out. Sure. But you can simply ignore them. I already processed the declination for you. Okay. Thank you so much. No problem. Thank you for answering my call. Hope you have a wonderful rest of your day. You too. Thanks. Bye-bye. No problem. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca at Benefits in a Car. I'm calling on behalf of Surge Staffing to speak with Mr. James Schlenk Jr. Sorry if I mispronounced it.

Speaker speaker_2: Yeah, it's Schlenk. Yes. This is him.

Speaker speaker_1: All right. Good morning, sir. I was calling back in regards to the text message you received on Thursday, where you answered Huh? I guess you weren't... I'm unsure as to what it was in regards to.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I was just going to clarify, that message is advising you of your personal enrollment period for the medical benefits of Surge offers, as well as the fact that they have a company policy where they auto-enroll new hires into a medical preventative care plan. So you have those 30 days to opt out before their system processes.

Speaker speaker_2: Oh, okay. Uh, how do I opt out a- exactly?

Speaker speaker_1: I can process the declination and opt you out, if you like.

Speaker speaker_2: Sure. If you would, please.

Speaker speaker_1: Of course. So I just need the verbal consent stating that today you would like to decline auto-enrollment with Surge Staffing.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you are all set. The system could still send you three to four more messages 'cause it doesn't have a way to filter out who has already opted out.

Speaker speaker_2: Sure.

Speaker speaker_1: But you can simply ignore them. I already processed the declination for you.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Thank you for answering my call. Hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Thanks. Bye-bye.

Speaker speaker_1: No problem. Bye-bye.