

Transcript: Francesca

Baez-5767574790651904-6084473499992064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon. My name is Francesca beneficial, and I'm currently going to speak with Mr. Chongmer on behalf of Surge Staffing. Yeah. Yes, sir. I was giving you a call regarding a text message you received, um, today at 1:03 to which you replied, "No, take me off there." The reason for my call is 'cause it does show here that you called us a couple of minutes before you replied back to that message, accepting the auto enrollment, so I was just going to confirm and see if you were just confused. You said what? Yes, sir. The text message that you received to which you replied, "No, take me off there," you had called in about- No, I don't want to. ... five minutes previous. I'm sorry? I don't want to do that. Take, take my name out there. Okay. So you do want to decline the auto enrollment into the medical preventative plan- Yeah. ... MEC, still erect? Yeah. Okay. So I just need a verbal acceptance that today you would like to decline auto enrollment and coverage with Surge. Correct? You said what? Yes, sir. I'm confirming with you on a recorded line that today you're asking to decline auto enrollment with Surge and the coverage for the moment. Correct? Yeah. Correct. All right. I went ahead and processed your declination. Was there anything else I can assist you with today? No. Have a great day.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Good afternoon. My name is Francesca beneficial, and I'm currently going to speak with Mr. Chongmer on behalf of Surge Staffing.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yes, sir. I was giving you a call regarding a text message you received, um, today at 1:03 to which you replied, "No, take me off there." The reason for my call is 'cause it does show here that you called us a couple of minutes before you replied back to that message, accepting the auto enrollment, so I was just going to confirm and see if you were just confused.

Speaker speaker_1: You said what?

Speaker speaker_2: Yes, sir. The text message that you received to which you replied, "No, take me off there," you had called in about-

Speaker speaker_1: No, I don't want to.

Speaker speaker_2: ... five minutes previous. I'm sorry?

Speaker speaker_1: I don't want to do that. Take, take my name out there.

Speaker speaker_2: Okay. So you do want to decline the auto enrollment into the medical preventative plan-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... MEC, still erect?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. So I just need a verbal acceptance that today you would like to decline auto enrollment and coverage with Surge. Correct?

Speaker speaker_1: You said what?

Speaker speaker_2: Yes, sir. I'm confirming with you on a recorded line that today you're asking to decline auto enrollment with Surge and the coverage for the moment. Correct?

Speaker speaker_1: Yeah. Correct.

Speaker speaker_2: All right. I went ahead and processed your declination. Was there anything else I can assist you with today?

Speaker speaker_1: No.

Speaker speaker_2: Have a great day.