

Transcript: Francesca

Baez-5776354915303424-6649821541875712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca benefits in your car looking to speak to Mr. Jones on behalf of Surge Staffing. Yes, ma'am. This is Sonny Jones. Yes, sir. We were giving you a call regarding the text message that you received over the weekend to which you replied, "What is this?" All right. We're going to clarify. The text message is basically Surge informing you that they have a company policy where they're auto-enrolling new hires into a medical preventative care plan, which is what that M-E-C privilege... or X that's on that text message is. Yes, ma'am. And then it's informing you that you are also able to enroll into their other benefits if you would like to. Hello? Yes, sir. Oh, cut out a little bit. I'm sorry. Yes, sir. I was informing you that the message is letting you know that Surge has a company policy of auto-enrolling members into a medical preventative care plan, which is what that M-E-C privilege... or X is on that text message, and that you're also eligible for their other benefits. All right. Um, how do I stop that? Okay. So you want me to decline it? Yes, ma'am. All right. So I just need a verbal disclosure that say you would like to decline auto-enrollment and benefits with Surge for the time being, correct? Yes, ma'am. Right. So I declined it for you. Now, your personal time started roughly about two weeks ago. For the following two or three weeks, you might receive more of those text messages or automated calls. You can simply ignore them since the system just doesn't have a way to filter who already declined out of, uh, contact list. All right. All right. You're all set. I hope you have a wonderful rest of your day. Yes, ma'am. Thank you. You too. Thank you. 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 benefits in your car looking to speak to Mr. Jones on behalf of Surge Staffing.

Speaker speaker_2: Yes, ma'am. This is Sonny Jones.

Speaker speaker_1: Yes, sir. We were giving you a call regarding the text message that you received over the weekend to which you replied, "What is this?"

Speaker speaker_2: All right.

Speaker speaker_1: We're going to clarify. The text message is basically Surge informing you that they have a company policy where they're auto-enrolling new hires into a medical

preventative care plan, which is what that M-E-C privilege... or X that's on that text message is.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then it's informing you that you are also able to enroll into their other benefits if you would like to.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, cut out a little bit. I'm sorry.

Speaker speaker_1: Yes, sir. I was informing you that the message is letting you know that Surge has a company policy of auto-enrolling members into a medical preventative care plan, which is what that M-E-C privilege... or X is on that text message, and that you're also eligible for their other benefits.

Speaker speaker_2: All right. Um, how do I stop that?

Speaker speaker_1: Okay. So you want me to decline it?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So I just need a verbal disclosure that say you would like to decline auto-enrollment and benefits with Surge for the time being, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Right. So I declined it for you. Now, your personal time started roughly about two weeks ago. For the following two or three weeks, you might receive more of those text messages or automated calls. You can simply ignore them since the system just doesn't have a way to filter who already declined out of, uh, contact list.

Speaker speaker_2: All right.

Speaker speaker_1: All right. You're all set. I hope you have a wonderful rest of your day.

Speaker speaker_2: Yes, ma'am. Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.