

Transcript: Francesca

Baez-5811266672836608-6039414798729216

Full Transcript

Thank you for calling Benefits 10 O'Connor. My name is Francesca. How can I assist you today? Hi, I was calling to opt out on the benefits card. My staffing place told me to call and say, "I do not want it." What staffing company do you work with? Uh, Surge Staffing. What are the last four of your social and the last name? It is 9826, and it's Rexroat, R-E-X-R-O-A-T. Could you please verify your mailing address and date of birth? Yes. 3533 Greenside Drive, and that's 02/27/2003. We have best contact 901-568-2460. Yes, ma'am. And we have your email down as A-R-X-R-O-A-T46@gmail.com? Yes. Okay. And due to the line being recorded, you stated that you would like to opt out of auto-enrollment and decline the insurance with Surge. Correct? Yes. Okay. I went ahead and processed your declination. Please keep in mind you might be receiving roughly, in the next two weeks or so, text messages, automated calls or emails- Mm-hmm. ... stating that you're going to be auto-enrolled. You can simply decline them or ignore them, due to the fact that the automated system doesn't have a way to filter out who has already declined from the contact list. Gotcha. Was there anything else, aside from declinations, that we can assist you with today? There is not. Okay. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 O'Connor. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, I was calling to opt out on the benefits card. My staffing place told me to call and say, "I do not want it."

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: What are the last four of your social and the last name?

Speaker speaker_1: It is 9826, and it's Rexroat, R-E-X-R-O-A-T.

Speaker speaker_0: Could you please verify your mailing address and date of birth?

Speaker speaker_1: Yes. 3533 Greenside Drive, and that's 02/27/2003.

Speaker speaker_0: We have best contact 901-568-2460.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have your email down as A-R-X-R-O-A-T46@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And due to the line being recorded, you stated that you would like to opt out of auto-enrollment and decline the insurance with Surge. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I went ahead and processed your declination. Please keep in mind you might be receiving roughly, in the next two weeks or so, text messages, automated calls or emails-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... stating that you're going to be auto-enrolled. You can simply decline them or ignore them, due to the fact that the automated system doesn't have a way to filter out who has already declined from the contact list.

Speaker speaker_1: Gotcha.

Speaker speaker_0: Was there anything else, aside from declinations, that we can assist you with today?

Speaker speaker_1: There is not.

Speaker speaker_0: Okay. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you.