

## **Transcript: Francesca**

**Baez-6026248627208192-4838421902180352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, my name is Francesca. How can I assist you? Hello. My name is James Caldwell and I just, uh, started working with Surge Staffing. And I was calling to, uh, opt out of the, um, benefits with a card. Sure thing, sir. Uh, they just wanna clarify since the line is recorded, you're not opting out of benefits in our card by the name of the company you called. You're opting out of the insurance through Surge. Okay? Yes, ma'am. And to look at your account, what are the last four of your Social? 7039. Let's see. To make sure I'm in the right account, can you please verify your mailing address and your date of birth for me? Um, 1738 Martin Luther King Street, and my date of birth is 09/18/1995. I have the phone number to reach you down as 334-273-5443. Yes, ma'am. And we have your email down as first name, middle initial V as in Victor, last name third at gmail.com. Yes, ma'am. And lastly... Oh, actually you had coverage with Surge Active at one point from July 3rd to August 4th, and you had canceled it already. So you're- Yes, ma'am. ... wanting to call a rehire. Auto-enrollment won't take effect on you. Okay. However, their system doesn't have a way to filter that out. So it might still send you those messages, but you can ignore them. Okay. Thank you. Of course. Was there anything else we can assist you with today? No, ma'am. That'd be all. I hope you have a wonderful rest of your day. Thank you for giving us a call today. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hello, my name is Francesca. How can I assist you?

Speaker speaker\_2: Hello. My name is James Caldwell and I just, uh, started working with Surge Staffing. And I was calling to, uh, opt out of the, um, benefits with a card.

Speaker speaker\_1: Sure thing, sir. Uh, they just wanna clarify since the line is recorded, you're not opting out of benefits in our card by the name of the company you called. You're opting out of the insurance through Surge. Okay?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And to look at your account, what are the last four of your Social?

Speaker speaker\_2: 7039.

Speaker speaker\_1: Let's see. To make sure I'm in the right account, can you please verify your mailing address and your date of birth for me?

Speaker speaker\_2: Um, 1738 Martin Luther King Street, and my date of birth is 09/18/1995.

Speaker speaker\_1: I have the phone number to reach you down as 334-273-5443.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And we have your email down as first name, middle initial V as in Victor, last name third at gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And lastly... Oh, actually you had coverage with Surge Active at one point from July 3rd to August 4th, and you had canceled it already. So you're-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ... wanting to call a rehire. Auto-enrollment won't take effect on you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: However, their system doesn't have a way to filter that out. So it might still send you those messages, but you can ignore them.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. That'd be all.

Speaker speaker\_1: I hope you have a wonderful rest of your day. Thank you for giving us a call today.

Speaker speaker\_2: You too. Thank you.