

Transcript: Francesca

Baez-6057945496600576-5517953686880256

Full Transcript

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Um, yes, ma'am. I need to opt out of this. I'm through Surge and I don't need it. I have insurance. Okay. What are the last four of your social? 1331. And your last name, please? Ratliff. For security purposes, can you please verify your mailing address and your date of birth? 506 Ames Street, Clyde, Ohio 43410 and it's 10-29-1996. I have that, and I'm going to reach you 256-300-3411. Yes, ma'am. And I have your email down as jaxsunr8226@icloud.com. Yes, ma'am. So you have been active actually already from that auto enrollment since January 20th. So what I'm going to do is process a cancellation for you instead because I can't opt you out anymore, okay? Okay, that's fine. All right. So I just need a verbal agreement that today you're calling to cancel coverage for Surge staffing due to you not wanting it. Correct? Correct. So I put in the request for that cancellation. Our cancellations do take seven to 10 business days to process. So you may experience one to two more deductions while it's being completed. Okay. All right. Thank you. Of course. Was there anything else we can assist you with today? No, ma'am. I hope you have a wonderful rest of your day and thank you for calling Benefits

Conversation Format

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

Speaker speaker_1: Um, yes, ma'am. I need to opt out of this. I'm through Surge and I don't need it. I have insurance.

Speaker speaker_0: Okay. What are the last four of your social?

Speaker speaker_1: 1331.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Ratliff.

Speaker speaker_0: For security purposes, can you please verify your mailing address and your date of birth?

Speaker speaker_1: 506 Ames Street, Clyde, Ohio 43410 and it's 10-29-1996.

Speaker speaker_0: I have that, and I'm going to reach you 256-300-3411.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email down as jaxsunr8226@icloud.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you have been active actually already from that auto enrollment since January 20th. So what I'm going to do is process a cancellation for you instead because I can't opt you out anymore, okay?

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. So I just need a verbal agreement that today you're calling to cancel coverage for Surge staffing due to you not wanting it. Correct?

Speaker speaker_1: Correct.

Speaker speaker_0: So I put in the request for that cancellation. Our cancellations do take seven to 10 business days to process. So you may experience one to two more deductions while it's being completed.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: I hope you have a wonderful rest of your day and thank you for calling Benefits