

Transcript: Franchesca

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Full Transcript

Thank you ... with us here today. Uh, Austin Hedges. Hello, sir. Hello? Yes, sir. Once again, how can I help you? What was the purpose of this please? Uh, I wanted to not be enrolled in the MaxTell Rx. What staffing company do you work with? Uh, Surge. What are the last four of the Social? The last four? Yes, sir. 1848. Please verify your mailing address and date of birth. 7/12 of '05 and 427 Eastern Street. We have a different address on file. Would it be 11630 Marburger Road? Yes, sir. We have best contact 614-593-1641. Yep. And we have your email down as abepayseven@gmail.com. Yep. So the auto enrollment actually already took effect back in November 18, 2024. At the moment, what I can process is a cancellation to get you out of the plan. Is that what you were w- looking for today? Yeah. All right. And then just for the purposes of not being recorded then, you have stated today you would like to cancel your current benefits with Surge Staffing. Is this correct? Yeah. All right. I put in the request. Please keep in mind, our cancellations take seven to ten business days to process. You could have one to two deductions while being completed. All right. Was there anything else we can assist you with aside from canceling that coverage? That's it. All right, Mr. Austin. I hope you have a wonderful rest of your day. Thank you for allowing to assist you today. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you ... with us here today.

Speaker speaker_1: Uh, Austin Hedges.

Speaker speaker_0: Hello, sir.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. Once again, how can I help you? What was the purpose of this please?

Speaker speaker_1: Uh, I wanted to not be enrolled in the MaxTell Rx.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: The last four?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 1848.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 7/12 of '05 and 427 Eastern Street.

Speaker speaker_0: We have a different address on file.

Speaker speaker_1: Would it be 11630 Marburger Road?

Speaker speaker_0: Yes, sir. We have best contact 614-593-1641.

Speaker speaker_1: Yep.

Speaker speaker_0: And we have your email down as abepayseven@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: So the auto enrollment actually already took effect back in November 18, 2024. At the moment, what I can process is a cancellation to get you out of the plan. Is that what you were w- looking for today?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And then just for the purposes of not being recorded then, you have stated today you would like to cancel your current benefits with Surge Staffing. Is this correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I put in the request. Please keep in mind, our cancellations take seven to ten business days to process. You could have one to two deductions while being completed. All right. Was there anything else we can assist you with aside from canceling that coverage?

Speaker speaker_1: That's it.

Speaker speaker_0: All right, Mr. Austin. I hope you have a wonderful rest of your day. Thank you for allowing to assist you today.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.