

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, I got a card and, uh, through Surge and, uh, it come with like, it opts you into insurance or something. I don't want it. Okay. What are the last four of your Social to look at the account? 5731. And your last name, please. Noah. Did you just started working with them, sir? I don't have any file with the last name Noah. I got a job at Surge and they said when you sign up for a certain card, like, uh- Yes, sir. But I need to know how long has it been since you apply, so that I can try to pinpoint whether or not I will have that file yet. Well, about four days ago. I'm sorry? Four days ago. Okay. Or six days ago. Okay, so we don't have your file yet. That could be why it's not populating. We can open a file, but I will need your full Social. If you do not feel comfortable providing it on the recorded line, I will recommend coming back in on Monday to see if we have it by then. All right. That'll work. It's 284- Bear with me one moment, sir. If you want me to make an account, I have to go into a different window and I have to process it differently. All right. Go ahead with the full Social. 685731. Sir, could you send us your Social? All I have is five, I mean six digits. Um, two missing numbers. 284-685731. What is your first name? Jeremy. And Noah is N-O-A-H? What is it? Yes, sir. I'm verifying the spelling of your last name. N as in Nancy, O as in Oscar, A as in Apple, H as in Hotel? Yeah. What is your mailing address? 125 North Pickaway. You said North Pickaway? Yeah. North Pickaway. What city and state is that at? Circleville, Ohio. May I have the zip code, please? 43113. Because I tried to ... I have five children. ... ? She has to look for her down, because I tried ... What is your date of birth, Mr. Noah? Uh, 4/18/73. Is it okay to put the phone number you're contacting on, ending in 4360 as a good contact number on that account? Yeah. And did you want to put an email address or no email address for the moment? None. All right there with me one moment. Now let me make sure the account was created properly before I decline you. Okay. And for the purpose of this line being recorded, you have stated you want to be opted out of auto enrollment because you do not want to be enrolled into insurance with Surge. Is this correct? That's correct. All right, so you are all set. Mr. Noah, there is a possibility that once you start working, Surge system is gonna be sending you text messages advising you to call us to decline. It just doesn't have a way to filter who has already declined so you can simply ignore them. You will not be auto enrolled. All right. Thank you. My pleasure. Was there anything else I can assist you with today? That's all. I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, I got a card and, uh, through Surge and, uh, it come with like, it opts you into insurance or something. I don't want it.

Speaker speaker_1: Okay. What are the last four of your Social to look at the account?

Speaker speaker_2: 5731.

Speaker speaker_1: And your last name, please.

Speaker speaker_2: Noah.

Speaker speaker_1: Did you just started working with them, sir? I don't have any file with the last name Noah.

Speaker speaker_2: I got a job at Surge and they said when you sign up for a certain card, like, uh-

Speaker speaker_1: Yes, sir. But I need to know how long has it been since you apply, so that I can try to pinpoint whether or not I will have that file yet.

Speaker speaker_2: Well, about four days ago.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Four days ago.

Speaker speaker_1: Okay.

Speaker speaker_2: Or six days ago.

Speaker speaker_1: Okay, so we don't have your file yet. That could be why it's not populating. We can open a file, but I will need your full Social. If you do not feel comfortable providing it on the recorded line, I will recommend coming back in on Monday to see if we have it by then.

Speaker speaker_2: All right. That'll work. It's 284-

Speaker speaker_1: Bear with me one moment, sir. If you want me to make an account, I have to go into a different window and I have to process it differently.

Speaker speaker_2: All right.

Speaker speaker_1: Go ahead with the full Social.

Speaker speaker_2: 685731.

Speaker speaker_1: Sir, could you send us your Social? All I have is five, I mean six digits. Um, two missing numbers.

Speaker speaker_2: 284-685731.

Speaker speaker_1: What is your first name?

Speaker speaker_2: Jeremy.

Speaker speaker_1: And Noah is N-O-A-H?

Speaker speaker_2: What is it?

Speaker speaker_1: Yes, sir. I'm verifying the spelling of your last name. N as in Nancy, O as in Oscar, A as in Apple, H as in Hotel?

Speaker speaker_2: Yeah.

Speaker speaker_1: What is your mailing address?

Speaker speaker_2: 125 North Pickaway.

Speaker speaker_1: You said North Pickaway?

Speaker speaker_2: Yeah. North Pickaway.

Speaker speaker_1: What city and state is that at?

Speaker speaker_2: Circleville, Ohio.

Speaker speaker_1: May I have the zip code, please?

Speaker speaker_2: 43113.

Speaker speaker_3: Because I tried to ... I have five children. ... ?

Speaker speaker_4: She has to look for her down, because I tried ...

Speaker speaker_1: What is your date of birth, Mr. Noah?

Speaker speaker_2: Uh, 4/18/73.

Speaker speaker_1: Is it okay to put the phone number you're contacting on, ending in 4360 as a good contact number on that account?

Speaker speaker_2: Yeah.

Speaker speaker_1: And did you want to put an email address or no email address for the moment?

Speaker speaker_2: None.

Speaker speaker_1: All right there with me one moment. Now let me make sure the account was created properly before I decline you. Okay. And for the purpose of this line being recorded, you have stated you want to be opted out of auto enrollment because you do not want to be enrolled into insurance with Surge. Is this correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, so you are all set. Mr. Noah, there is a possibility that once you start working, Surge system is gonna be sending you text messages advising you to call us to decline. It just doesn't have a way to filter who has already declined so you can simply ignore them. You will not be auto enrolled.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: My pleasure. Was there anything else I can assist you with today?

Speaker speaker_2: That's all.

Speaker speaker_1: I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.