

Transcript: Franchesca

Baez-6179743729893376-5068578899542016

Full Transcript

... oh, huh. Thank you for calling- Hello. ... Benefits 3 00:00:01,146 -- 00:00:03,246. My name is Francesca. How can I assist you today? Yes, ma'am. I'm with the Ashton Total... I mean, with Surge, uh, uh, Staffing and they gave me this number set for me to call and let you guys know that I want to opt out. I don't want the, uh, the insurance you guys are offering. Okay. What is the last four of the Social? 1461. And the last name? Cass, C-A-S-S, and it's the second. Did you just recently finish your application with them? Yes, ma'am. I just did it today and I'm actually still here at the, at the temp service herself and this is the card that the lady gave me- Yeah. ... and told me to call and let you guys know that I didn't want the insurance I- You're gonna have to create a profile. I start work tomorrow, so. Okay. So their system and ours are not the same. We don't have access to your information yet. It hasn't been sent over. Um, you have the option of either creating an account with us over the phone, for which we'll need your full Social. But if you do not feel comfortable providing it, then you have the option of calling in throughout the week- No, we can go ahead and do that now. I'll give you- ... to see when we have it. I'll go ahead and- Okay. ... give you my Social number and everything, everything you need now. Go ahead with the Social. 290-70-1461. All right. And, Mr. Cass, what's the spelling of your first name? R-O-B-E-R-G. Mailing address? 652 Alder C- Street, Coshocton, Ohio 43812. Date of birth? February 7th of 1976. '76. And is it okay to put the phone number you're calling in and leaving 8230 for this account? Yes, ma'am. All right, sir. And then lastly, the one is optional. Do you want to put an email address or would you like me to leave the account with no email address for the time being? Uh, you can just leave it empty at the moment. Understood. There we go. Okay. So the account was properly created and then I just need the verbal disclosure that today you would like to be opted out of auto-enrollment and decline the benefits of Surge Staffing, correct? Yes, ma'am. That's correct. All right. So you are all set. Um, now when you do start working with them, their automated system is gonna put you into the contact list to receive text messages, emails and automated calls saying that you are going to be auto-enrolled. You can simply ignore it. It just doesn't have a way how to filter out of that contact list whoever they called in to decline. Okay. All right. I hope you have a wonderful- Okay. ... rest of your day and thank you for your time today. You too. Bye-bye.

Conversation Format

Speaker speaker_0: ... oh, huh.

Speaker speaker_1: Thank you for calling-

Speaker speaker_0: Hello.

Speaker speaker_1: ... Benefits 3 00:00:01,146 -- 00:00:03,246. My name is Francesca. How can I assist you today?

Speaker speaker_0: Yes, ma'am. I'm with the Ashton Total... I mean, with Surge, uh, uh, Staffing and they gave me this number set for me to call and let you guys know that I want to opt out. I don't want the, uh, the insurance you guys are offering.

Speaker speaker_1: Okay. What is the last four of the Social?

Speaker speaker_0: 1461.

Speaker speaker_1: And the last name?

Speaker speaker_0: Cass, C-A-S-S, and it's the second.

Speaker speaker_1: Did you just recently finish your application with them?

Speaker speaker_0: Yes, ma'am. I just did it today and I'm actually still here at the, at the temp service herself and this is the card that the lady gave me-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... and told me to call and let you guys know that I didn't want the insurance I-

Speaker speaker_2: You're gonna have to create a profile.

Speaker speaker_0: I start work tomorrow, so.

Speaker speaker_1: Okay. So their system and ours are not the same. We don't have access to your information yet. It hasn't been sent over. Um, you have the option of either creating an account with us over the phone, for which we'll need your full Social. But if you do not feel comfortable providing it, then you have the option of calling in throughout the week-

Speaker speaker_0: No, we can go ahead and do that now. I'll give you-

Speaker speaker_1: ... to see when we have it.

Speaker speaker_0: I'll go ahead and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... give you my Social number and everything, everything you need now.

Speaker speaker_1: Go ahead with the Social.

Speaker speaker_0: 290-70-1461.

Speaker speaker_1: All right. And, Mr. Cass, what's the spelling of your first name?

Speaker speaker_0: R-O-B-E-R-G.

Speaker speaker_1: Mailing address?

Speaker speaker_0: 652 Alder C- Street, Coshocton, Ohio 43812.

Speaker speaker_1: Date of birth?

Speaker speaker_0: February 7th of 1976.

Speaker speaker_1: '76. And is it okay to put the phone number you're calling in and leaving 8230 for this account?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, sir. And then lastly, the one is optional. Do you want to put an email address or would you like me to leave the account with no email address for the time being?

Speaker speaker_0: Uh, you can just leave it empty at the moment.

Speaker speaker_1: Understood. There we go. Okay. So the account was properly created and then I just need the verbal disclosure that today you would like to be opted out of auto-enrollment and decline the benefits of Surge Staffing, correct?

Speaker speaker_0: Yes, ma'am. That's correct.

Speaker speaker_1: All right. So you are all set. Um, now when you do start working with them, their automated system is gonna put you into the contact list to receive text messages, emails and automated calls saying that you are going to be auto-enrolled. You can simply ignore it. It just doesn't have a way how to filter out of that contact list whoever they called in to decline.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. I hope you have a wonderful-

Speaker speaker_0: Okay.

Speaker speaker_1: ... rest of your day and thank you for your time today.

Speaker speaker_0: You too.

Speaker speaker_1: Bye-bye.