

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? Um, my name is, um, Cedrick Burns. Hello? Yes, sir. How can I help you? I was calling for the, um, cancel insurance 'cause when I, when I, um, filled out an application, it said, it said something about the, um, insurance. You're calling to cancel insurance with the staffing company. What staffing company do you work with? Um, Surge. What are the last four of the social? That is, um, eight, nine, seven, five. And your last name, please? It's Burns. It's B-U-R-N-S. It could very well be that you still haven't started working with them 'cause we don't have your file yet. I can either make one, but I will need your full social in order to do so. Um, if you do not feel comfortable providing it on a recorded line- Okay. ... then it will be you calling in periodically when we have it. Oh, oh, oh, um, my whole Social Security? My whole Social Security number is, um- Bear with me one moment, sir. If you would like to open the account, I have to go through a different system. All right. Go ahead with his full social. It's, um, it's four, two, zero, two, three, eight, nine, seven, five. What is your first name? My first name is Cedrick. It's spelled C-E-D-E-R-I-C-K. Mailing address? My mailing address is, um... Hold on a second. Let me get my wallet. Hello? Yes, sir. All right. Um, I'm at... Address gonna be, um, 250 County Road 63. May I have the city, state and zip code, please? The city is, um, it's Minter. It's, it's, it's M-I-N-T-E-R, then Alabama, then zip code is 36761. May I please have your date of birth? It's, um, August the 30th, 1986. Is it okay to put the phone number that you're calling in and, again, 2783 as a good contact on the policy? Yes. Okay. And then the last thing before I submit the file so that we can decline out on enrollment, would you like to put an email address or leave it with no email address for the moment? Oh, the email, it could be my name. So, in fact, it's gonna be my last name and my first name. It'll, it'll be, it'll be Burns. It'll be B-U-R-N-S then my first name C-E-D-E-R-I-C-K at Gmail. Okay. And then bear with me one moment so that I can make sure that the account was saved properly so that we can decline. Mm-hmm. All right. And then just for the purpose of this line being recorded, you stated today you would like to decline auto enrollment with Service, I mean, with Surge Services. Sorry. Correct? Yeah, that they are hers. Mm-hmm. Yeah. All right. So you are all set. Once you start working with them and receive your first paycheck, there is a possibility their system might send you emails, text messages or calls to inform you to give us a call so that you can decline auto enrollment. Um, however, you can simply ignore them. It just doesn't have a way to filter who already declined the enrollment and who hasn't. But you are all set. I did decline it for you and notated on the account. Yeah, I should get my first check, you know, next week because I started, I started this week, so I had to work, work any way. Understood. Was there anything else aside from this that I can assist you with today? No. No, that was it. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. Okay. Bye to

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: Um, my name is, um, Cedrick Burns. Hello?

Speaker speaker_1: Yes, sir. How can I help you?

Speaker speaker_2: I was calling for the, um, cancel insurance 'cause when I, when I, um, filled out an application, it said, it said something about the, um, insurance.

Speaker speaker_1: You're calling to cancel insurance with the staffing company. What staffing company do you work with?

Speaker speaker_2: Um, Surge.

Speaker speaker_1: What are the last four of the social?

Speaker speaker_2: That is, um, eight, nine, seven, five.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: It's Burns. It's B-U-R-N-S.

Speaker speaker_1: It could very well be that you still haven't started working with them 'cause we don't have your file yet. I can either make one, but I will need your full social in order to do so. Um, if you do not feel comfortable providing it on a recorded line-

Speaker speaker_2: Okay.

Speaker speaker_1: ... then it will be you calling in periodically when we have it.

Speaker speaker_2: Oh, oh, oh, um, my whole Social Security? My whole Social Security number is, um-

Speaker speaker_1: Bear with me one moment, sir. If you would like to open the account, I have to go through a different system.

Speaker speaker_2: All right.

Speaker speaker_1: Go ahead with his full social.

Speaker speaker_2: It's, um, it's four, two, zero, two, three, eight, nine, seven, five.

Speaker speaker_1: What is your first name?

Speaker speaker_2: My first name is Cedrick. It's spelled C-E-D-E-R-I-C-K.

Speaker speaker_1: Mailing address?

Speaker speaker_2: My mailing address is, um... Hold on a second. Let me get my wallet. Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Um, I'm at... Address gonna be, um, 250 County Road 63.

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

Speaker speaker_2: The city is, um, it's Minter. It's, it's, it's M-I-N-T-E-R, then Alabama, then zip code is 36761.

Speaker speaker_0: May I please have your date of birth?

Speaker speaker_2: It's, um, August the 30th, 1986.

Speaker speaker_1: Is it okay to put the phone number that you're calling in and, again, 2783 as a good contact on the policy?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then the last thing before I submit the file so that we can decline out on enrollment, would you like to put an email address or leave it with no email address for the moment?

Speaker speaker_2: Oh, the email, it could be my name. So, in fact, it's gonna be my last name and my first name. It'll, it'll be, it'll be Burns. It'll be B-U-R-N-S then my first name C-E-D-E-R-I-C-K at Gmail.

Speaker speaker_1: Okay. And then bear with me one moment so that I can make sure that the account was saved properly so that we can decline.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. And then just for the purpose of this line being recorded, you stated today you would like to decline auto enrollment with Service, I mean, with Surge Services. Sorry. Correct?

Speaker speaker_2: Yeah, that they are hers.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So you are all set. Once you start working with them and receive your first paycheck, there is a possibility their system might send you emails, text messages or calls to inform you to give us a call so that you can decline auto enrollment. Um, however, you can simply ignore them. It just doesn't have a way to filter who already declined the enrollment and who hasn't. But you are all set. I did decline it for you and notated on the account.

Speaker speaker_2: Yeah, I should get my first check, you know, next week because I started, I started this week, so I had to work, work any way.

Speaker speaker_1: Understood. Was there anything else aside from this that I can assist you with today?

Speaker speaker_2: No. No, that was it.

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: Okay. Bye to you.

Speaker speaker_1: Bye-bye.