

## **Transcript: Francesca**

**Baez-6205446787612672-4555850378297344**

### **Full Transcript**

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Uh, yeah, I got this, uh, call. I got the call to- to call you guys. Regarding what? I got a call. I- Yes, ma'am. ... got a text. I recall, but what is the reason for you calling us? How can I assist you today? Because it's on my te- text I got, it says, uh, "Congratulations about my, by working with, uh, Surge." And said to call you guys. To call those for what, ma'am? It didn't say. Can you read the full text to me please? I can't get in to do that while I'm talking to you on the phone. So I wouldn't be able to let you know what was the reason why they advised you to call us. I can, however, inform you that if you are a new hire with Surge and have never worked with them, their auto-enrollment could likely take effect on you. Oh, well, I didn't know that, that, that this... know is that I could call you guys. I'm sorry? I didn't know it said to... eh, let this nu- num- uh, this, the... show this number and said to call this number. Congratulate, uh, because they were congratulating me for working through Surge. Yes, ma'am. I understand. Unfortunately, since you're unable to verify for me the context of the remainder of that text message, I can't inform you why that text message was sent to you. The only information that at the moment I can possibly provide to you is to make sure that if you are a new hire with them and you do not want to be automatically enrolled into a medical preventative care plan by then, I can process a declination but I'm not sure why you received the text or what was the purpose of that text message. I just... I don't know why I received it neither. All right. Well, is there anything that- Nobody from Surge has ever said... Nobody from Surge has ever said anything to me about... sending me any messages about enrolling in anything. Okay. I'll just have to talk to... I'll just have to go. I'll just have to talk to the woman at Surge and I'll show her my, my, my text and then, uh, she can... I can go and talk to her and then sh- uh, te- tell, tell her about the text and show her the text number. And then, uh, she can... maybe she can explain it to me. If you would like to, you're more than welcome. You're also more than welcome to read that text message or write it down and give us a call back so we can help you with it. It's completely up to you. Okay. Um, I, I can do that. Right now, I got couple errands to run, but yeah, I, I can, I can do that and get ahold of you guys back. Understood. We'll be here till 8:00 PM Eastern Time. Okay. Have a great day. Thanks for helping me then. Appreciate you. Bye-bye. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yeah, I got this, uh, call. I got the call t- to call you guys.

Speaker speaker\_0: Regarding what?

Speaker speaker\_1: I got a call. I-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... got a text.

Speaker speaker\_0: I recall, but what is the reason for you calling us? How can I assist you today?

Speaker speaker\_1: Because it's on my te- text I got, it says, uh, "Congratulations about my, by working with, uh, Surge." And said to call you guys.

Speaker speaker\_0: To call those for what, ma'am?

Speaker speaker\_1: It didn't say.

Speaker speaker\_0: Can you read the full text to me please?

Speaker speaker\_1: I can't get in to do that while I'm talking to you on the phone.

Speaker speaker\_0: So I wouldn't be able to let you know what was the reason why they advised you to call us. I can, however, inform you that if you are a new hire with Surge and have never worked with them, their auto-enrollment could likely take effect on you.

Speaker speaker\_1: Oh, well, I didn't know that, that, that this... know is that I could call you guys.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I didn't know it said to... eh, let this nu- num- uh, this, the... show this number and said to call this number. Congratulate, uh, because they were congratulating me for working through Surge.

Speaker speaker\_0: Yes, ma'am. I understand. Unfortunately, since you're unable to verify for me the context of the remainder of that text message, I can't inform you why that text message was sent to you. The only information that at the moment I can possibly provide to you is to make sure that if you are a new hire with them and you do not want to be automatically enrolled into a medical preventative care plan by then, I can process a declination but I'm not sure why you received the text or what was the purpose of that text message.

Speaker speaker\_1: I just... I don't know why I received it neither.

Speaker speaker\_0: All right. Well, is there anything that-

Speaker speaker\_1: Nobody from Surge has ever said... Nobody from Surge has ever said anything to me about... sending me any messages about enrolling in anything.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll just have to talk to... I'll just have to go. I'll just have to talk to the woman at Surge and I'll show her my, my, my text and then, uh, she can... I can go and talk to her and then sh- uh, te- tell, tell her about the text and show her the text number. And then, uh, she can... maybe she can explain it to me.

Speaker speaker\_0: If you would like to, you're more than welcome. You're also more than welcome to read that text message or write it down and give us a call back so we can help you with it. It's completely up to you.

Speaker speaker\_1: Okay. Um, I, I can do that. Right now, I got couple errands to run, but yeah, I, I can, I can do that and get ahold of you guys back.

Speaker speaker\_0: Understood. We'll be here till 8:00 PM Eastern Time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: Thanks for helping me then. Appreciate you. Bye-bye.

Speaker speaker\_0: You're welcome.