

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10 o'clock, my name is Francesca. How can I assist you today? Hiya, um, this is Hayley Schneider. I work for Surge Staffing and I was just making sure, I was- I did not sign up for benefits. I do not need them. All right. Let's double-check and take a look into your account. What are the last four of your Social? 2179. Great. Could you please verify your mailing address for me and your date of birth? Yep. 332 North Race, R-A-C-E, Street, Van Wert, Ohio, 45891. And my date of birth is 12/1 of 1991. We have best friend number to reach you down, same as the one you called on, 419-513-1526, with the email of- Did you forget we- ... holysmommy14 at gmail.com? Yes. One hundred and one. So actually, ma'am, you did not decline it, um, but I can go ahead and process that for you. I just need the verbal disclosure that today you would like to decline auto-enrollment and the benefits with Surge Staffing, correct? Yes, I would like to decline those. All right, so now you are all set. You are still probably gonna be receiving those text messages, emails and automated calls. Okay. Since it looks like you have roughly two more weeks of coverage. I mean, not coverage, sorry, uh, elig-eligibility to enroll into the coverage. You can ignore them as of now after you decline auto-enrollment. The only way you can have the Surge coverage is if you fill out a form or if you called in directly to get enrolled. Okay. All right, you are all set. Was there anything else that we can assist you with today? No, was it... Had I already started paying for those benefits or are they not yet? Not yet, ma'am. So if they had auto-enrolled you, I wouldn't be able to decline it. I would have to cancel it. But no, you called in, in time. Okay. You have not been auto-enrolled yet so we went ahead and declined that for you. All right. And I wasn't sending on anything yet either. All right, sounds great. Thank you. Mm-hmm. Of course. I do hope you have a wonderful rest of your day and thank you for your time today. Thank you, mm, bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hiya, um, this is Hayley Schneider. I work for Surge Staffing and I was just making sure, I was- I did not sign up for benefits. I do not need them.

Speaker speaker_0: All right. Let's double-check and take a look into your account. What are the last four of your Social?

Speaker speaker_1: 2179.

Speaker speaker_0: Great. Could you please verify your mailing address for me and your date of birth?

Speaker speaker_1: Yep. 332 North Race, R-A-C-E, Street, Van Wert, Ohio, 45891. And my date of birth is 12/1 of 1991.

Speaker speaker_0: We have best friend number to reach you down, same as the one you called on, 419-513-1526, with the email of-

Speaker speaker_2: Did you forget we-

Speaker speaker_0: ... holysmommy14 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: One hundred and one.

Speaker speaker_0: So actually, ma'am, you did not decline it, um, but I can go ahead and process that for you. I just need the verbal disclosure that today you would like to decline auto-enrollment and the benefits with Surge Staffing, correct?

Speaker speaker_1: Yes, I would like to decline those.

Speaker speaker_0: All right, so now you are all set. You are still probably gonna be receiving those text messages, emails and automated calls.

Speaker speaker_1: Okay.

Speaker speaker_0: Since it looks like you have roughly two more weeks of coverage. I mean, not coverage, sorry, uh, elig-eligibility to enroll into the coverage. You can ignore them as of now after you decline auto-enrollment. The only way you can have the Surge coverage is if you fill out a form or if you called in directly to get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, you are all set. Was there anything else that we can assist you with today?

Speaker speaker_1: No, was it... Had I already started paying for those benefits or are they not yet?

Speaker speaker_0: Not yet, ma'am. So if they had auto-enrolled you, I wouldn't be able to decline it. I would have to cancel it. But no, you called in, in time.

Speaker speaker_1: Okay.

Speaker speaker_0: You have not been auto-enrolled yet so we went ahead and declined that for you.

Speaker speaker_1: All right.

Speaker speaker_0: And I wasn't sending on anything yet either.

Speaker speaker_1: All right, sounds great. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Of course. I do hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Thank you, mm, bye.

Speaker speaker_0: Bye.