

Transcript: Francesca

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Full Transcript

Thank you for calling by benefits in a card. My name is Francesca. How can I assist you today? Hi. I'm applying through Surge and I want to opt out of coverage for the benefits in the card. What are the last four of the Social? Last name and Social? The last four of the Social. Oh, sorry. 9121. Okay. Please verify your mailing address and your date of birth. Email address and date of birth? Your mailing address, ma'am, where you get your mail delivered and your date of birth. Um, date of birth is 01-26-2004. And what is the mailing address? For like physical mail? Yes, ma'am, your mailing address where you get your mail delivered to. Okay. All right. The one that you provided on your application. Uh, 41 Lovvorn, L-O-V-V-O-R-N, Lane, Fruitville, Georgia. We have the best contact down as a 470-214-4740 with the email of first name period last name number one at gmail.com? Yes. All right. Um, so two things, the first one being the benefits would not have been with us. We are only the administrators. It would have been with Surge. Okay. And then the second thing will be, you don't get affected by auto enrollment due to the fact that, that policy only affects the new hires for Surge. But it shows here- Okay. ... that you're what they consider a rehire, meaning that you work with them at some point, specifically last year and 2024. Their system however, um, Ms. Martin, is they're going to send you either a text message, an email or an automated call saying that you're going to be auto enrolled due to the fact that they don't have a way to filter from the system, the contact list who's not- Okay. ... going to be affected or who has already declined it at some point. Okay. All right. But you are all set. The only way that you would have coverage with Surge is if you specifically request it. Okay. Thank you. Of course. Was there anything else we can assist you with today? That was all. Have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling by benefits in a card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I'm applying through Surge and I want to opt out of coverage for the benefits in the card.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: Last name and Social?

Speaker speaker_0: The last four of the Social.

Speaker speaker_1: Oh, sorry. 9121.

Speaker speaker_0: Okay. Please verify your mailing address and your date of birth.

Speaker speaker_1: Email address and date of birth?

Speaker speaker_0: Your mailing address, ma'am, where you get your mail delivered and your date of birth.

Speaker speaker_1: Um, date of birth is 01-26-2004.

Speaker speaker_0: And what is the mailing address?

Speaker speaker_1: For like physical mail?

Speaker speaker_0: Yes, ma'am, your mailing address where you get your mail delivered to.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: The one that you provided on your application.

Speaker speaker_1: Uh, 41 Lovvorn, L-O-V-V-O-R-N, Lane, Fruitville, Georgia.

Speaker speaker_0: We have the best contact down as a 470-214-4740 with the email of first name period last name number one at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Um, so two things, the first one being the benefits would not have been with us. We are only the administrators. It would have been with Surge.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the second thing will be, you don't get affected by auto enrollment due to the fact that, that policy only affects the new hires for Surge. But it shows here-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you're what they consider a rehire, meaning that you work with them at some point, specifically last year and 2024. Their system however, um, Ms. Martin, is they're going to send you either a text message, an email or an automated call saying that you're going to be auto enrolled due to the fact that they don't have a way to filter from the system, the contact list who's not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... going to be affected or who has already declined it at some point.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. But you are all set. The only way that you would have coverage with Surge is if you specifically request it.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: That was all.

Speaker speaker_0: Have a great day.

Speaker speaker_1: Thank you. You too.