

Transcript: Francesca

Baez-6437078797959168-5225380980244480

Full Transcript

Thank you for calling BenefitsNL, my name is Francesca. How can I assist you today? Yes, I was trying to, um, decline all the coverage or whatever, but it said, um, to give you a call. What staffing company do you work with? Um, WorkSmart. What are the last four of your Social? 8489. I'm sorry? 8489. And your last name, last name? McGiff. Wait, man, this cigarette is still there. First name Lemoire? Uh-huh, Lemoire, yes, ma'am. Would you please verify your mailing address and date of birth to make sure I have the right account in front of me? Yes. My date of birth is 08/28/81, and my address is 814 Greene, G-R-E-E-N-E Street, Greenwood, South Carolina 29646. We have that contact, 864-321-7625? Yes, that's my number. We have your email down. First last name 5550@gmail.com? Yes, lemore5550@gmail.com, correct. Well, lemoremadev555@gmail, @gmail.com. Sure thing. Um, so I can definitely process that declination for you. I just need a verbal disclosure that today you would like to decline auto-enrollment and coverage with WorkSmart. Okay. All right. You are all set. Was there anything else we can assist you with today? Um, no, that's it. Um, then I hope you have a wonderful rest of your day. Thank you for your time today. All right, thanks.

Conversation Format

Speaker speaker_0: Thank you for calling BenefitsNL, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I was trying to, um, decline all the coverage or whatever, but it said, um, to give you a call.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, WorkSmart.

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

Speaker speaker_1: 8489.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: 8489.

Speaker speaker_0: And your last name, last name?

Speaker speaker_1: McGiff. Wait, man, this cigarette is still there.

Speaker speaker_0: First name Lemoire?

Speaker speaker_1: Uh-huh, Lemoire, yes, ma'am.

Speaker speaker_0: Would you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Yes. My date of birth is 08/28/81, and my address is 814 Greene, G-R-E-E-N-E Street, Greenwood, South Carolina 29646.

Speaker speaker_0: We have that contact, 864-321-7625?

Speaker speaker_1: Yes, that's my number.

Speaker speaker_0: We have your email down. First last name 5550@gmail.com?

Speaker speaker_1: Yes, lemore5550@gmail.com, correct. Well, lemoremadev555@gmail, @gmail.com.

Speaker speaker_0: Sure thing. Um, so I can definitely process that declination for you. I just need a verbal disclosure that today you would like to decline auto-enrollment and coverage with WorkSmart.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: Um, then I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: All right, thanks.