

Transcript: Francesca

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Full Transcript

This is ... my name is Francesca, how can I help you today? Hi, yes, ma'am. I need to, um, opt out of my insurance for the company I'm working with. Which staffing company is that? Uh, Surge Staffing. May I have the last four of the Social and your last name, please? 0337, last name is Kostreba, K-o-s-t-r-e, b as in boy, a as in apple. For registration purposes, please verify your mailing address and your date of birth. Uh, mailing address is, um, 1180, um, Highway 58, Harrison, Tennessee. Um, birthday is 9/7/82. I have that contact same as when you called on 7/19/375-9247, with the email of first initial, last name, number one at gmail.com. Say that again, I'm sorry. Yes, sir. I'm going to still remember the email down as your first initial, your last name, the number one at gmail.com, and the same for number you called on. That is correct. Yep. That is right. Let's see. So unfortunately, their auto enrollment has already been processed, so I will not be able to opt you out. I can however cancel that enrollment if you like. Yeah, cancel it. I don't want anything. Uh, I don't want any insurance. I've got it. Understood. All right, so then I just need the verbal disclosure that today you would like to cancel the current benefits of Surge Staffing, correct? That is correct, yes, ma'am. And I won't be charged anything, correct? You will, sir, but the fact that they already processed the enrollment, cancellation takes seven to 10 business days, so during those 10 business days, you might see one or two deductions. When does it go... Okay, stop. Stop. When does it go in effect? We wouldn't know, sir. We don't have access to your pay stub. The only thing my system will tell me is whether or not the enrollment has been sent over to Surge. Okay. I have a question for you, though. When was the enrollment been issued? It was processed April 25th. April 25th? It was processed April 25th. Yes, sir. April 25th? Okay, so that's when my benefits should've started, correct? No, sir. Okay. When do they start then? If I'm enrolled in it, when would the start date be? Activations take one to two weeks for them to start making those deductions. Okay, good. All right. However... Okay. Go ahead. However, what? I was just gonna let you know, sir, however, that's not always the case, so you can't really go based on that. Okay. So I pay for something, don't know when it's gonna start, and when it's... yeah, or, or, or if it's not gonna start, or I'm hoping it doesn't deduct anything out my check, so yeah. And if you see it on this week's paycheck, then you'll be active next week. That'll work. But go ahead and cancel it, 'cause I want to un-enroll. I already processed the cancellation, it will take us seven to 10 business days to process. All right. Do I get an email, or do I get anything saying that I'm... canceled my enrollment or I'm in the process of canceling my enrollment, or? So those do not get sent out automatically, but I can request for a cancellation confirmation to be sent over to your email. That is exactly what I'd like, please. Thank you. Anything else we can assist you with today? That'll be it. Thank you very much. You're welcome. Have a great day. You have a great day too.

Conversation Format

Speaker speaker_0: This is ... my name is Francesca, how can I help you today?

Speaker speaker_1: Hi, yes, ma'am. I need to, um, opt out of my insurance for the company I'm working with.

Speaker speaker_0: Which staffing company is that?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: May I have the last four of the Social and your last name, please?

Speaker speaker_1: 0337, last name is Kostreba, K-o-s-t-r-e, b as in boy, a as in apple.

Speaker speaker_0: For registration purposes, please verify your mailing address and your date of birth.

Speaker speaker_1: Uh, mailing address is, um, 1180, um, Highway 58, Harrison, Tennessee. Um, birthday is 9/7/82.

Speaker speaker_0: I have that contact same as when you called on 7/19/375-9247, with the email of first initial, last name, number one at gmail.com.

Speaker speaker_1: Say that again, I'm sorry.

Speaker speaker_0: Yes, sir. I'm going to still remember the email down as your first initial, your last name, the number one at gmail.com, and the same for number you called on.

Speaker speaker_1: That is correct. Yep. That is right.

Speaker speaker_0: Let's see. So unfortunately, their auto enrollment has already been processed, so I will not be able to opt you out. I can however cancel that enrollment if you like.

Speaker speaker_1: Yeah, cancel it. I don't want anything. Uh, I don't want any insurance. I've got it.

Speaker speaker_0: Understood. All right, so then I just need the verbal disclosure that today you would like to cancel the current benefits of Surge Staffing, correct?

Speaker speaker_1: That is correct, yes, ma'am. And I won't be charged anything, correct?

Speaker speaker_0: You will, sir, but the fact that they already processed the enrollment, cancellation takes seven to 10 business days, so during those 10 business days, you might see one or two deductions.

Speaker speaker_1: When does it go... Okay, stop. Stop. When does it go in effect?

Speaker speaker_0: We wouldn't know, sir. We don't have access to your pay stub. The only thing my system will tell me is whether or not the enrollment has been sent over to Surge.

Speaker speaker_1: Okay. I have a question for you, though. When was the enrollment been issued?

Speaker speaker_0: It was processed April 25th.

Speaker speaker_1: April 25th?

Speaker speaker_0: It was processed April 25th. Yes, sir.

Speaker speaker_1: April 25th? Okay, so that's when my benefits should've started, correct?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay. When do they start then? If I'm enrolled in it, when would the start date be?

Speaker speaker_0: Activations take one to two weeks for them to start making those deductions.

Speaker speaker_1: Okay, good. All right.

Speaker speaker_0: However... Okay.

Speaker speaker_1: Go ahead. However, what?

Speaker speaker_0: I was just gonna let you know, sir, however, that's not always the case, so you can't really go based on that.

Speaker speaker_1: Okay. So I pay for something, don't know when it's gonna start, and when it's... yeah, or, or, or if it's not gonna start, or I'm hoping it doesn't deduct anything out my check, so yeah.

Speaker speaker_0: And if you see it on this week's paycheck, then you'll be active next week.

Speaker speaker_1: That'll work. But go ahead and cancel it, 'cause I want to un-enroll.

Speaker speaker_0: I already processed the cancellation, it will take us seven to 10 business days to process.

Speaker speaker_1: All right. Do I get an email, or do I get anything saying that I'm... canceled my enrollment or I'm in the process of canceling my enrollment, or?

Speaker speaker_0: So those do not get sent out automatically, but I can request for a cancellation confirmation to be sent over to your email.

Speaker speaker_1: That is exactly what I'd like, please. Thank you.

Speaker speaker_0: Anything else we can assist you with today?

Speaker speaker_1: That'll be it. Thank you very much.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You have a great day too.