

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bonaventure National Card. My name is Frances. How can I assist you today? Uh, yeah, I absolutely do not want any kind of health insurance or prescription coverage. I want none of that. I want to opt out of it. I don't want any of that. What staffing company do you work with? Surge, I guess. What up... So you need to be 100% certain, sir, so I can see whether or not your staffing company has auto-enrollment and that I can prevent that enrollment that you do not wish to have. Are you 100% sure you want Surge staffing? It is... Yes, it is. I'm a hundred... I'm 150,000% sure it's Surge and I do not want to pay anything to you people. So take me off of that. Okay. What are the last four of your Social, sir? 2242. And your last name? Messer-Smith. Please verify your mailing address, date of birth. 4240 Township Road 90, New Riegel, Ohio, 44853-8287. We have this contact saved as the one you're calling on, 443-5975. Yeah. Can I have your email? That one has your first name, the letters M-S-S-M@gmail.com? Yep. Okay. For the purpose of this line being recorded, you've stated you would like to decline auto-enrollment with Surge Staffing, correct? Yes. I don't want anything. No, nothing. Zero dollars, nothing. I have opted you out of auto-enrollment with Surge Staffing. Was there anything else I can assist you with today? As long as you got me opted out of every single thing, then no, that's good. The only thing I'm empowered to decline is auto-enrollment with Surge Staffing at this moment. Okay. I don't want anything. I want opted out. I don't want health insurance. I don't want prescription. Yes, sir. So I have declined what is within my capability of declining for you. You are all set. Okay. Have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Bonaventure National Card. My name is Frances. How can I assist you today?

Speaker speaker_2: Uh, yeah, I absolutely do not want any kind of health insurance or prescription coverage. I want none of that. I want to opt out of it. I don't want any of that.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Surge, I guess.

Speaker speaker_1: What up... So you need to be 100% certain, sir, so I can see whether or not your staffing company has auto-enrollment and that I can prevent that enrollment that you do not wish to have. Are you 100% sure you want Surge staffing?

Speaker speaker_2: It is... Yes, it is. I'm a hundred... I'm 150,000% sure it's Surge and I do not want to pay anything to you people. So take me off of that.

Speaker speaker_1: Okay. What are the last four of your Social, sir?

Speaker speaker_2: 2242.

Speaker speaker_1: And your last name?

Speaker speaker_2: Messer-Smith.

Speaker speaker_1: Please verify your mailing address, date of birth.

Speaker speaker_2: 4240 Township Road 90, New Riegel, Ohio, 44853-8287.

Speaker speaker_1: We have this contact saved as the one you're calling on, 443-5975.

Speaker speaker_2: Yeah.

Speaker speaker_1: Can I have your email? That one has your first name, the letters M-S-S-M@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. For the purpose of this line being recorded, you've stated you would like to decline auto-enrollment with Surge Staffing, correct?

Speaker speaker_2: Yes. I don't want anything. No, nothing. Zero dollars, nothing.

Speaker speaker_1: I have opted you out of auto-enrollment with Surge Staffing. Was there anything else I can assist you with today?

Speaker speaker_2: As long as you got me opted out of every single thing, then no, that's good.

Speaker speaker_1: The only thing I'm empowered to decline is auto-enrollment with Surge Staffing at this moment.

Speaker speaker_2: Okay. I don't want anything. I want opted out. I don't want health insurance. I don't want prescription.

Speaker speaker_1: Yes, sir. So I have declined what is within my capability of declining for you. You are all set.

Speaker speaker_2: Okay.

Speaker speaker_1: Have a wonderful rest of your day.