

Transcript: Sara

Marulanda-4714284770050048-6112599554310144

Full Transcript

Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Christian Jimenez. I'm sorry? Christian. How may I help you? Hi. I'd like to, um, opt out of- of the auto enroll. Sure. May I have the name of the agency that you are working with and the last four of your Social? Uh, Nexus. Nexus, you say? Yeah, Nexus. Okay. We don't work with any staffing company called Nexus. Um, are you sure that the company name or the place where you have your assignment? Yeah. Um, on, um, Surge Staffing. Surge Staffing, yes. And may I have the last four of your Social? 952... Social? Hello, Christian? 9552. 5952, you said? I'm sorry. Is breaking up? Yeah, correct. Okay. Thank you very much. And for security purposes, can you please verify your address and date of birth? Yeah. 357 Spring Street, February 9th, 2001. And is your email christianj815@....com? Yes. 779-456-3487? Yes. Okay, sir. Thank you very much. Well, you don't need to decline because as you previously worked with Surge on 2022, uh, day, yeah, the enrollment is only for the new hires. Oh, okay. Well, I just got a text about that, like... That is not only letting you know about the, um, that was enrollment for new hires but letting you know that you must be under your personal open enrollment period, and you have 30 days from your first paycheck in order to enroll. It's just a courtesy call letting you know if you have... If you want to enroll on healthcare benefits, this is the time when you can do it. Oh, okay. All right. Okay, sir. Other than that, is there anything else that I can help you with? No, that's it. Thank you. Okay, so remember you're going to receive a text message once a week for 30 days. You don't have to give us a call again. Those are just courtesy reminders. All right. Thank you. You're more than welcome. Have a great day and thank you for calling Benefits Center Card. You too. Bye. Thank you. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? Christian Jimenez. I'm sorry? Christian. How may I help you? Hi. I'd like to, um, opt out of- of the auto enroll. Sure. May I have the name of the agency that you are working with and the last four of your Social? Uh, Nexus. Nexus, you say? Yeah, Nexus. Okay. We don't work with any staffing company called Nexus. Um, are you sure that the company name or the place where you have your assignment? Yeah. Um, on, um, Surge Staffing. Surge Staffing, yes. And may I have the last four of your Social? 952... Social? Hello, Christian? 9552. 5952, you said? I'm sorry. Is breaking up? Yeah, correct. Okay. Thank you very much. And for security purposes, can you please verify your address and date of birth? Yeah. 357 Spring Street, February 9th, 2001. And is your email christianj815@....com? Yes.

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