

Transcript: Sara

Marulanda-6713583248523264-5703713426685952

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Daryl Cole. Hello, sir. D-A-R-Y... I'm sorry, go ahead. Oh, I was just spelling my name. If you got it, you're good. Okay. Thank you, sir. Uh, how may I help you, Mr. Cole? Yes, I want to refuse the benefits. You want to be what? I'm sorry. I want to refuse the benefits. I want to opt out of it. So you don't want to be enrolled. Okay. Close. Um, may I have please the last four digits of your Social Security number and the name of the agency that you are working with? You said the last four? Yes, please. 1347, and the company is, uh, Surge. Surge Staffing. Okay. Um, um, what is your last name? Cole. C-O-L-E. Daryl Cole? Yep. Mr. Cole, and just for security purposes, can you please verify your address and date of birth? 1141 Reed Avenue, Xenia, Ohio. July 28th, 1982. Email darlycole0710@gmail.com? Correct. And, uh, your phone number, 960-0869. Uh, it needs to update. Okay. Which one is the new phone? The 600-2837. 600-2837? Correct. Thank you very much. Um, uh, Mr. Daryl, you already declined like, uh, four years ago. Uh, there is just one out enrollment for the new hires. You're going to be a rehire. You are not going to be a new hire, so you're not going to be able to enroll unless you want to be enrolled. But, um- No, I don't want to be enrolled. They told me... No, I just got rehired. I just came back to Surge, uh, two, three weeks ago, and they told me I had to opt out within 30 days, so but I'm already opted out. Okay. Yes. I'm going to decline that for you, just for your, um, I mean, for you to be okay. But, um, yes, you're not going to be able to enroll at all. Okay. All righty, sir. Um, other than that, Mr. Cole, is there anything else that I can help you with? No, that should do it. Okay, sir. Thank you for calling Benefits in a Card. We wish you too have a wonderful day. You, too. Thank you very much. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Daryl Cole. Hello, sir. D-A-R-Y... I'm sorry, go ahead. Oh, I was just spelling my name. If you got it, you're good. Okay. Thank you, sir. Uh, how may I help you, Mr. Cole? Yes, I want to refuse the benefits. You want to be what? I'm sorry. I want to refuse the benefits. I want to opt out of it. So you don't want to be enrolled. Okay. Close. Um, may I have please the last four digits of your Social Security number and the name of the agency that you are working with? You said the last four? Yes, please. 1347, and the company is, uh, Surge. Surge Staffing. Okay. Um, um, what is your last name? Cole. C-O-L-E. Daryl Cole? Yep. Mr. Cole, and just for security purposes, can you please verify your address and date of birth? 1141 Reed Avenue, Xenia, Ohio. July 28th, 1982. Email darlycole0710@gmail.com? Correct.

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