

## Transcript: VICTORIA

**Taylor-4602308932583424-5829363909181440**

### Full Transcript

... on the phone with- Thank you for ringing, this is Acard, this is Victoria, how can I help you? Hello. Um, I don't want to opt in- For the medical? ... for the medical. For Surge? For Surge powe- uh, Surge staffing. Are you a new hire with Surge? No. No, my mother is but I, I've been applied there before but, uh, I don't know if it was assigned to me. Because I've worked with them with another job and I don't know if it was obtained to me. Okay. What's the last four of your social? Uh, 3109. And your first and last name? Sarinamorganti. Uh, do you mind verifying your, uh, r- the spelling of your first name? S-A-R-I-N-A M-O-R-G-A-N-T-I. Okay, so first name is S-A-R-I-N-A? Yes, and the last name is Morgan with a T-I. M-O-R-G-A-N-T-I. Do you mind verifying your address and date of birth? Uh, my date of bir- birth I can do. I move too much to do the address. I don't know what address you guys have but my date of birth is 09/28/2001 and I have the address I believe in Medina, 545 Birch Hill Drive, Apartment 13. Does that need to be updated? Uh, currently I don't have a place of residency but, yeah. At a later date. At a later date when I can get my own apartment. Okay, so the address we have on file then, the 545, uh, Birch Hill Drive is the most up-to-date address? Yes. Okay. Phone number 440-223-3722? That's my sister's number. I don't know how you guys got that one. It's 330-937-3963. Okay. And email is gonna be last name first name 717@gmail.com, correct? Correct. Okay. And then on the address it was apartment 13? Yeah. A13, I believe. Okay. While she's on the phone, can I get a... So it's apartment A13? I, I really don't know the, the apartment complex, I haven't been there in a long time, uh, give me a second. Would it be 813? 'Cause that's what we have on file and I'm just making sure that that's the correct address. A13 then, yeah. I, I know it's with a unit, apartment three and it's 545 Birch Hill Drive. Okay. I will go ahead and decline the coverage on my end. Do you need help with anything else? Yeah. Can you get my mother's as well or does she have to call on a separate line? I would just need to speak with her. Give me a few seconds to finish up with you and I can speak with her and close her out. Thank you. Okay, I'm ready to speak with her. Okay. Okay. Hi, my name's Samantha Morganti. S-A-M-A-N-T-H-A Morganti, M-O-R-G-A-N-T-I. My phone number is 330- Have you refer your first four? No, she didn't ask for, she didn't ask for that yet. Hello? I'm sorry. Yes, hello. Ma'am, I have your first and last name, what's the last four of your social? The last four is 9913. And I also want to opt out of the medical. Have you received your first paycheck yet? Not yet. Okay, so I'm gonna have to make a file- I'm a new, I'm a new hire. Okay. So I'm gonna have to make a file for you and then once I get it made I'll be able to opt you out. Give me just a few seconds. Thank you. And just to make sure I spelled your last name correctly, it's M-O-R-G-A-N-T-I? Yeah, Morgan with a TI. Okay. And what is your full social? My full social is 278-60-9913. Your date of birth? 09/09/1966. And full mailing address. My full mailing address is 18800 Westwood Drive, Apartment 305, Strongsville, Ohio, 44136. All right. So 18800 Westwood Drive, Apartment 305? Yes. All right,

and then you said zip code is 44136? Correct. And it's apartment 305. Gotcha. What would be a good phone number for you? 330-937-7492. And a good email address? Um, Morganti, M-O-R-G-A-N-T-I, Samantha, S-A-M-A-N-T-H-A, 377@gmail.com. Can you repeat that again? That's me. Um, I have M-O-R-G-A-N-T-I, S-A-M-A-N-T-H-A, 377@gmail.com. Correct. Okay, give me just a few seconds. Thank you. All right, so I got your file made and I'm declining coverage now so you are good to go. Thank you. Now you may receive... Uh, you're welcome. You may receive a text message within the next one to two weeks. It's sent out to all new hires just reminding you of the auto enrollment but since we declined today you do not need to call back unless you would like to. Okay, thank you. You're welcome. Do you guys need help with anything else? No, you've been very helpful and efficient, I appreciate it. Thank you. You're welcome. Have a good day. You as well. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... on the phone with-

Speaker speaker\_1: Thank you for ringing, this is Acard, this is Victoria, how can I help you?

Speaker speaker\_2: Hello. Um, I don't want to opt in-

Speaker speaker\_0: For the medical?

Speaker speaker\_2: ... for the medical.

Speaker speaker\_0: For Surge?

Speaker speaker\_2: For Surge powe- uh, Surge staffing.

Speaker speaker\_1: Are you a new hire with Surge?

Speaker speaker\_0: No.

Speaker speaker\_2: No, my mother is but I, I've been applied there before but, uh, I don't know if it was assigned to me. Because I've worked with them with another job and I don't know if it was obtained to me.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: Uh, 3109.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sarinamorganti.

Speaker speaker\_1: Uh, do you mind verifying your, uh, r- the spelling of your first name?

Speaker speaker\_2: S-A-R-I-N-A M-O-R-G-A-N-T-I.

Speaker speaker\_1: Okay, so first name is S-A-R-I-N-A?

Speaker speaker\_2: Yes, and the last name is Morgan with a T-I. M-O-R-G-A-N-T-I.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, my date of birth I can do. I move too much to do the address. I don't know what address you guys have but my date of birth is 09/28/2001 and I have the address I believe in Medina, 545 Birch Hill Drive, Apartment 13.

Speaker speaker\_1: Does that need to be updated?

Speaker speaker\_2: Uh, currently I don't have a place of residency but, yeah.

Speaker speaker\_0: At a later date.

Speaker speaker\_2: At a later date when I can get my own apartment.

Speaker speaker\_1: Okay, so the address we have on file then, the 545, uh, Birch Hill Drive is the most up-to-date address?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Phone number 440-223-3722?

Speaker speaker\_2: That's my sister's number. I don't know how you guys got that one. It's 330-937-3963.

Speaker speaker\_1: Okay. And email is gonna be last name first name 717@gmail.com, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. And then on the address it was apartment 13?

Speaker speaker\_2: Yeah. A13, I believe.

Speaker speaker\_1: Okay.

Speaker speaker\_0: While she's on the phone, can I get a...

Speaker speaker\_1: So it's apartment A13?

Speaker speaker\_2: I, I really don't know the, the apartment complex, I haven't been there in a long time, uh, give me a second.

Speaker speaker\_1: Would it be 813? 'Cause that's what we have on file and I'm just making sure that that's the correct address.

Speaker speaker\_2: A13 then, yeah. I, I know it's with a unit, apartment three and it's 545 Birch Hill Drive.

Speaker speaker\_1: Okay. I will go ahead and decline the coverage on my end. Do you need help with anything else?

Speaker speaker\_2: Yeah. Can you get my mother's as well or does she have to call on a separate line?

Speaker speaker\_1: I would just need to speak with her. Give me a few seconds to finish up with you and I can speak with her and close her out.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Okay, I'm ready to speak with her.

Speaker speaker\_0: Okay.

Speaker speaker\_3: Okay. Hi, my name's Samantha Morganti. S-A-M-A-N-T-H-A Morganti, M-O-R-G-A-N-T-I. My phone number is 330-

Speaker speaker\_2: Have you refer your first four?

Speaker speaker\_3: No, she didn't ask for, she didn't ask for that yet.

Speaker speaker\_0: Hello?

Speaker speaker\_3: I'm sorry.

Speaker speaker\_1: Yes, hello.

Speaker speaker\_3: Ma'am, I have your first and last name, what's the last four of your social?

Speaker speaker\_0: The last four is 9913. And I also want to opt out of the medical.

Speaker speaker\_1: Have you received your first paycheck yet?

Speaker speaker\_3: Not yet.

Speaker speaker\_1: Okay, so I'm gonna have to make a file-

Speaker speaker\_3: I'm a new, I'm a new hire.

Speaker speaker\_1: Okay. So I'm gonna have to make a file for you and then once I get it made I'll be able to opt you out. Give me just a few seconds.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: And just to make sure I spelled your last name correctly, it's M-O-R-G-A-N-T-I?

Speaker speaker\_3: Yeah, Morgan with a TI.

Speaker speaker\_1: Okay. And what is your full social?

Speaker speaker\_3: My full social is 278-60-9913.

Speaker speaker\_1: Your date of birth?

Speaker speaker\_3: 09/09/1966.

Speaker speaker\_1: And full mailing address.

Speaker speaker\_3: My full mailing address is 18800 Westwood Drive, Apartment 305, Strongsville, Ohio, 44136.

Speaker speaker\_1: All right. So 18800 Westwood Drive, Apartment 305?

Speaker speaker\_3: Yes.

Speaker speaker\_1: All right, and then you said zip code is 44136?

Speaker speaker\_3: Correct. And it's apartment 305.

Speaker speaker\_1: Gotcha. What would be a good phone number for you?

Speaker speaker\_3: 330-937-7492.

Speaker speaker\_1: And a good email address?

Speaker speaker\_3: Um, Morganti, M-O-R-G-A-N-T-I, Samantha, S-A-M-A-N-T-H-A, 377@gmail.com. Can you repeat that again? That's me.

Speaker speaker\_1: Um, I have M-O-R-G-A-N-T-I, S-A-M-A-N-T-H-A, 377@gmail.com.

Speaker speaker\_3: Correct.

Speaker speaker\_1: Okay, give me just a few seconds.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: All right, so I got your file made and I'm declining coverage now so you are good to go.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: Now you may receive... Uh, you're welcome. You may receive a text message within the next one to two weeks. It's sent out to all new hires just reminding you of the auto enrollment but since we declined today you do not need to call back unless you would like to.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_1: You're welcome. Do you guys need help with anything else?

Speaker speaker\_3: No, you've been very helpful and efficient, I appreciate it. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_3: You as well. Bye-bye.