

## **Transcript: Francesca**

**Baez-4529952854687744-6193686887055360**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. I'm with the 0005 calling to speak with Mr. Hubel on behalf of Surge Staffing. Uh, this is him. Good afternoon, sir. I was calling in regards to the text message you received- Hey. ... today advising Surge that you don't want their insurance. Yeah. No. I've got, I've got my own, uh, insurance through the state, so I won't, I won't need anything. I'm not new to- Of course, sir. I understand. I was just calling to let you know you're a re-hire, which means that on 2023, you work with Surge already. So our enrollment won't affect you. You can simply ignore the messages. Surge's center doesn't have a way to filter that out. Okay, cool. Awesome. Yeah. I was just... I didn't want that to go through and then my- Mm-hmm. ... health insurance get canceled. Of course. I was like, "Let me give him a call real quick just to reassure him." Awesome. I appreciate that. Of course. It was my pleasure. I hope you enjoy your day and the holidays. Thank you. You as well. No problem. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca. I'm with the 0005 calling to speak with Mr. Hubel on behalf of Surge Staffing.

Speaker speaker\_2: Uh, this is him.

Speaker speaker\_1: Good afternoon, sir. I was calling in regards to the text message you received-

Speaker speaker\_3: Hey.

Speaker speaker\_1: ... today advising Surge that you don't want their insurance.

Speaker speaker\_2: Yeah. No. I've got, I've got my own, uh, insurance through the state, so I won't, I won't need anything. I'm not new to-

Speaker speaker\_1: Of course, sir. I understand. I was just calling to let you know you're a re-hire, which means that on 2023, you work with Surge already. So our enrollment won't affect you. You can simply ignore the messages. Surge's center doesn't have a way to filter that out.

Speaker speaker\_2: Okay, cool. Awesome. Yeah. I was just... I didn't want that to go through and then my-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... health insurance get canceled.

Speaker speaker\_1: Of course. I was like, "Let me give him a call real quick just to reassure him."

Speaker speaker\_2: Awesome. I appreciate that.

Speaker speaker\_1: Of course. It was my pleasure. I hope you enjoy your day and the holidays.

Speaker speaker\_2: Thank you. You as well.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Bye.