Transcript: Franchesca Baez-4598274561720320-6575233177010176

Full Transcript

Thank you for calling . How can I help you today? Yes, ma'am. We, we want to un-enroll from the Surge Healthcare. What is the last four of the Social? Last four of your Social. 8352. 8352. Are you calling for someone else? Yes, ma'am. I need a verbal authorization to speak with you instead of them. Um, yes, ma'am. She can speak for you. I'm sitting right beside her, I just can't talk very loud at the moment. Okay. Um, prior to that, my name is Francesca, a benefit in our car. Please keep in mind the line is recorded for quality services. Do you authorize me to speak with a third party in regards to your account with Surge? Yes, ma'am. Yes, ma'am. Thank you. What is the last name? Roberts. First name, Michael? Yes, ma'am. Can you verify the mailing address and date of birth, please? What'd you put down? Um, I put that he lives at 1754 County Road 478. He has two addresses. One could be 1754 County Road 478 and the other one could be 1055 County Road 54. And his birthday is 4/12/04. I have that contact, 662-316-6042? Yes, ma'am. With the email of michaelroberts6042@gmail.com? Yes, ma'am. He doesn't have any active coverage with Surge. If he recently will be starting a new assignment with them, he does not have to worry about auto-enrollment. It only takes effect when they're a new hire. He's what the system is going to consider a re-hire, meaning that at some point he worked with Surge and is now coming back again for a new job. Okay. So he is still made... Yeah. All right. Um, I do have to say however, ma'am, the system could still send text messages, emails or automated calls to him advising him he needs to call to decline. But he can ignore those. Since it is a computer and not a human being, it just doesn't have a way to filter who will be auto-enrolled and who will not. All right. Thank you so much. Of course. Is there anything else I can assist you with today? No, ma'am. That's all. Hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. My pleasure. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling . How can I help you today?

Speaker speaker_1: Yes, ma'am. We, we want to un-enroll from the Surge Healthcare.

Speaker speaker_0: What is the last four of the Social?

Speaker speaker_1: Last four of your Social.

Speaker speaker_2: 8352.

Speaker speaker_1: 8352.

Speaker speaker_0: Are you calling for someone else?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I need a verbal authorization to speak with you instead of them.

Speaker speaker_2: Um, yes, ma'am. She can speak for you. I'm sitting right beside her, I just can't talk very loud at the moment.

Speaker speaker_0: Okay. Um, prior to that, my name is Francesca, a benefit in our car. Please keep in mind the line is recorded for quality services. Do you authorize me to speak with a third party in regards to your account with Surge?

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: Thank you. What is the last name?

Speaker speaker_1: Roberts.

Speaker speaker_0: First name, Michael?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can you verify the mailing address and date of birth, please?

Speaker speaker_2: What'd you put down? Um, I put that he lives at 1754 County Road 478.

Speaker speaker_1: He has two addresses. One could be 1754 County Road 478 and the other one could be 1055 County Road 54. And his birthday is 4/12/04.

Speaker speaker_0: I have that contact, 662-316-6042?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: With the email of michaelroberts6042@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: He doesn't have any active coverage with Surge. If he recently will be starting a new assignment with them, he does not have to worry about auto-enrollment. It only takes effect when they're a new hire. He's what the system is going to consider a re-hire, meaning that at some point he worked with Surge and is now coming back again for a new job.

Speaker speaker_1: Okay.

Speaker speaker_2: So he is still made... Yeah.

Speaker speaker_0: All right. Um, I do have to say however, ma'am, the system could still send text messages, emails or automated calls to him advising him he needs to call to decline. But he can ignore those. Since it is a computer and not a human being, it just doesn't have a way to filter who will be auto-enrolled and who will not.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Of course. Is there anything else I can assist you with today?

Speaker speaker_1: No, ma'am. That's all.

Speaker speaker_0: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure. Bye-bye.

Speaker speaker_1: Bye-bye.