

## **Transcript: Francesca**

**Baez-4607631151808512-5009429503098880**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Good afternoon. This is Luc- Yes. ... Lucy Alyn Kalafi. Surge said I should call you. Okay, and how can we help you? Surge Staffing said I should call, uh, you people. And I understand that, ma'am, but called us in regards to what? How can we help you, ma'am? Uh, I am a staff of Surge Staffing agency. They said I will enroll with you people or something like that. They just sent me a text that I should call you before the, the window will be closed. I just want to confirm from you. Okay, does it say anything in regards to the letters M-E-C? Hello? Yes, ma'am. Once again, does it say anything in regards to the letters M-E-C? Okay. Okay, ma'am, so in order for me to assist you, any further information, I need you to answer my question. Does your text message say anything in regards to letters M as in Mary, E as in Edward, C as in Charlie? Oh, please, can you come back? You are too fast, please. Does your message say anything in regards to the letters M as in Mary, C as in Charlie, or E as in Edward? Okay. Okay. Can you check, please? I should do what? Can you please check if the message that you're talking about has those letters, M-E-C, ma'am? I understand that a text message had our information. Yes. Yes. Yes. Go ahead. So I should, I should send it to you, the message I received? No, ma'am. I don't have any way to receive a message. I need you to let me know if your message has the letters M-E-C on it, so that I can- Yes, yes. Yes. It does? Okay. So they're letting you know in regards to Surge Company auto-enrollment for a medical preventative care plan. You have 30 days after your first paycheck- Yes. ... to make enrollment into the medical benefits they offered- Yes. ... as well as to decline auto-enrollment if you wish to do so. That's why I was advising you to give us a call. Yeah. So what should I do then? It is completely up to you. Um, you have the option to either let them auto-enroll you into the medical preventative care plan, which would be \$15.16 per paycheck, or you can decline it, which I will have to look through your account to process the declination. Okay. Or if you like, you can also enroll into different medical plans that they offer. Okay. Thank you so much. You're welcome. So, uh, do you want to decline or will you let them enroll you? I, I think I will go to Surge office for them to explain more better for me, because I'm not hearing you clearly. You understand? Please. Yes, ma'am. Um, do you know what health insurance is? Yes. Okay. So that text message is telling you- Yes. ... that there's a specific health insurance plan that Surge automatically enrolls the new hires. Okay. So they're advising you that they're going to go ahead and auto-enroll you into a health insurance plan. Okay. Okay. Now our information is there if you want to stop it so you don't get enrolled or if you want to enroll into a different health insurance plan. Does that make better sense? Okay. I will get in touch with you. Let me talk to the agent before- Okay. ... please. Thank you so much. I appreciate. No problem. Thank you for your time. Have a wonderful rest of your day. Okay.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Good afternoon. This is Luc-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... Lucy Alyn Kalafi. Surge said I should call you.

Speaker speaker\_1: Okay, and how can we help you?

Speaker speaker\_2: Surge Staffing said I should call, uh, you people.

Speaker speaker\_1: And I understand that, ma'am, but called us in regards to what? How can we help you, ma'am?

Speaker speaker\_2: Uh, I am a staff of Surge Staffing agency. They said I will enroll with you people or something like that. They just sent me a text that I should call you before the, the window will be closed. I just want to confirm from you.

Speaker speaker\_1: Okay, does it say anything in regards to the letters M-E-C?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, ma'am. Once again, does it say anything in regards to the letters M-E-C?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, ma'am, so in order for me to assist you, any further information, I need you to answer my question. Does your text message say anything in regards to letters M as in Mary, E as in Edward, C as in Charlie?

Speaker speaker\_2: Oh, please, can you come back? You are too fast, please.

Speaker speaker\_1: Does your message say anything in regards to the letters M as in Mary, C as in Charlie, or E as in Edward?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Can you check, please?

Speaker speaker\_2: I should do what?

Speaker speaker\_1: Can you please check if the message that you're talking about has those letters, M-E-C, ma'am? I understand that a text message had our information.

Speaker speaker\_2: Yes. Yes. Yes.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: So I should, I should send it to you, the message I received?

Speaker speaker\_1: No, ma'am. I don't have any way to receive a message. I need you to let me know if your message has the letters M-E-C on it, so that I can-

Speaker speaker\_2: Yes, yes. Yes.

Speaker speaker\_1: It does? Okay. So they're letting you know in regards to Surge Company auto-enrollment for a medical preventative care plan. You have 30 days after your first paycheck-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... to make enrollment into the medical benefits they offered-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... as well as to decline auto-enrollment if you wish to do so. That's why I was advising you to give us a call. Yeah.

Speaker speaker\_2: So what should I do then?

Speaker speaker\_1: It is completely up to you. Um, you have the option to either let them auto-enroll you into the medical preventative care plan, which would be \$15.16 per paycheck, or you can decline it, which I will have to look through your account to process the declination.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Or if you like, you can also enroll into different medical plans that they offer.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: You're welcome. So, uh, do you want to decline or will you let them enroll you?

Speaker speaker\_2: I, I think I will go to Surge office for them to explain more better for me, because I'm not hearing you clearly. You understand? Please.

Speaker speaker\_1: Yes, ma'am. Um, do you know what health insurance is?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So that text message is telling you-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... that there's a specific health insurance plan that Surge automatically enrolls the new hires.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So they're advising you that they're going to go ahead and auto-enroll you into a health insurance plan.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Now our information is there if you want to stop it so you don't get enrolled or if you want to enroll into a different health insurance plan. Does that make better sense?

Speaker speaker\_2: Okay. I will get in touch with you. Let me talk to the agent before-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... please. Thank you so much. I appreciate.

Speaker speaker\_1: No problem. Thank you for your time. Have a wonderful rest of your day.

Speaker speaker\_2: Okay.