

## Transcript: Francesca

**Baez-4655593343991808-5207357591961600**

### Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefitenocara calling on behalf of Surge Staffing to speak with Mr. Moore. Um, Mr. Moore, uh, what, what's your name, uh, Tristan? No, sir. My name is Francesca. I'm sorry, what Mr. Moore you looking for? There's two of us. Oh, yes. Mr. Moore, Tristan. Hold on, hold on. Hold on one second. Hey. ■■■ Hey, hold on, man. Geez. Hello? Yes. Hello. Good afternoon. My name is Francesca Benefitenocara. I'm giving a call to speak with Mr. Moore on behalf of Surge Staffing. Yeah. Cool. Yes, sir. We were giving you a call today regarding the email you received to which you replied, "What is that?" Yeah. What is that? Yes, sir. So that's Surge Staffing notifying you that currently you're eligible to enroll into the health insurance. But they're also letting you know that they have a company policy where they auto-enroll new hires into that medical preventative care plan, MEC TeleRx, which will deduct \$15.16 per paycheck once enrolled. It's giving you the option to decline it as well as to enroll into the other medical benefits if you wish to. No. I, I, I, I don't know about that. No, I don't need no benefits. So you want me- I'll do it. ... to decline that auto-enrollment so that you don't get it? Yeah, just decline. All right. So I just need you to agree to the verbal disclosure that today you'll like to decline auto-enrollment and coverage with Surge at the moment. Yeah. All right. Understood. So I went ahead and-

### Conversation Format

Speaker speaker\_0: Your call may be-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca Benefitenocara calling on behalf of Surge Staffing to speak with Mr. Moore.

Speaker speaker\_1: Um, Mr. Moore, uh, what, what's your name, uh, Tristan?

Speaker speaker\_2: No, sir. My name is Francesca.

Speaker speaker\_1: I'm sorry, what Mr. Moore you looking for? There's two of us.

Speaker speaker\_2: Oh, yes. Mr. Moore, Tristan.

Speaker speaker\_1: Hold on, hold on. Hold on one second.

Speaker speaker\_3: Hey. ■■ Hey, hold on, man. Geez.

Speaker speaker\_4: Hello?

Speaker speaker\_2: Yes. Hello. Good afternoon. My name is Francesca Benefitenocara. I'm giving a call to speak with Mr. Moore on behalf of Surge Staffing.

Speaker speaker\_4: Yeah. Cool.

Speaker speaker\_2: Yes, sir. We were giving you a call today regarding the email you received to which you replied, "What is that?"

Speaker speaker\_4: Yeah. What is that?

Speaker speaker\_2: Yes, sir. So that's Surge Staffing notifying you that currently you're eligible to enroll into the health insurance. But they're also letting you know that they have a company policy where they auto-enroll new hires into that medical preventative care plan, MEC TeleRx, which will deduct \$15.16 per paycheck once enrolled. It's giving you the option to decline it as well as to enroll into the other medical benefits if you wish to.

Speaker speaker\_4: No. I, I, I, I don't know about that. No, I don't need no benefits.

Speaker speaker\_2: So you want me-

Speaker speaker\_4: I'll do it.

Speaker speaker\_2: ... to decline that auto-enrollment so that you don't get it?

Speaker speaker\_4: Yeah, just decline.

Speaker speaker\_2: All right. So I just need you to agree to the verbal disclosure that today you'll like to decline auto-enrollment and coverage with Surge at the moment.

Speaker speaker\_4: Yeah. All right.

Speaker speaker\_2: Understood. So I went ahead and-