

Transcript: Franchesca

Baez-4693023324585984-5832348688924672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today? Hi. Um, I got an email about accepting the benefits for Surge. Uh, I just wanted to decline them. Sure thing. Bear with me one moment. Okay. What are the last four of your Social? 8973. And your last name? Banuelos. B as in boy, A-N-U-E-L-O-S. Can you verify your mailing address and date of birth? 436 Claire Avenue, Romanville, Illinois 60446-7398. Do you have a best phone number 630-923-2502? Yes. We have your email down as your last name AD90@gmail.com? Yes. Auto enrollment wouldn't take effect, sir, since you're a rehire. You're no longer a new hire with Surge, so you don't have to worry about it since you already declined it. Uh, uh, wh- I already declined it? Yes, sir. On November 11th, 2024. It shows an online declination. You went online and you declined it at 9:49 a.m. in the morning. Oh, okay, so I don't gotta worry about it anymore. No sir. You are all set. Uh. Oh, oh, so it's probably just an automated message? Yes, sir. So those messages don't go out by a human being sending them. The automated system does that. Oh, okay. So it doesn't really- Okay. ... have a way to filter out who has and who hasn't already f... declined it. So- Oh. Okay. All right, sounds good then. All right. Well, thank you so much for your time. Have a wonderful rest of your day. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, I got an email about accepting the benefits for Surge. Uh, I just wanted to decline them.

Speaker speaker_1: Sure thing. Bear with me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8973.

Speaker speaker_1: And your last name?

Speaker speaker_2: Banuelos. B as in boy, A-N-U-E-L-O-S.

Speaker speaker_1: Can you verify your mailing address and date of birth?

Speaker speaker_2: 436 Claire Avenue, Romanville, Illinois 60446-7398.

Speaker speaker_1: Do you have a best phone number 630-923-2502?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as your last name AD90@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Auto enrollment wouldn't take effect, sir, since you're a rehire. You're no longer a new hire with Surge, so you don't have to worry about it since you already declined it.

Speaker speaker_2: Uh, uh, wh- I already declined it?

Speaker speaker_1: Yes, sir. On November 11th, 2024. It shows an online declination. You went online and you declined it at 9:49 a.m. in the morning.

Speaker speaker_2: Oh, okay, so I don't gotta worry about it anymore.

Speaker speaker_1: No sir. You are all set.

Speaker speaker_2: Uh. Oh, oh, so it's probably just an automated message?

Speaker speaker_1: Yes, sir. So those messages don't go out by a human being sending them. The automated system does that.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So it doesn't really-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have a way to filter out who has and who hasn't already f-... declined it. So-

Speaker speaker_2: Oh. Okay. All right, sounds good then.

Speaker speaker_1: All right. Well, thank you so much for your time. Have a wonderful rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.