

## Transcript: Francesca

**Baez-4735366704185344-5518956509577216**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Then and Now Club. My name is Francesca. How can I assist you today? Yes, ma'am. I'm calling because I'm an employee at Surge and I need to, uh, cancel benefits that come out of my check. What are the last four of your Social? 0583. And the last name, please. Uh, Garner-Gassord. I'm sorry, ma'am? It's Garner Gassord. It's the hyphenated name, Gar-n-e-r-Hyphen G-a-s-s-o-r-d. And you said the last four of a Social was 0583? Yes. Did you just recently started working with them? We don't have any file with that last name. Yes. So we don't have your file yet then. Um, you have two options. We can either open one for which we will need your full Social. Or if you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the week to see when we'll receive it. I can give you my Social. Bear with me one moment. Go ahead, what is the full Social? 42425 0583. All right. The first name? Uh, Kimberly. K-i-m-b-e-r-l-i. You said it was Garner hyphen G-a-f- F is in front now. G-a-f-f-o-r-d. Spelling address, please? 105 Gale Street, G-a-l- Street, Prattville, Alabama. P-r-a-t-t-v-i-l-l-e and the zip is 3066. Are you gonna forward that? All right. I'm sorry, what was the zip code? 36066. Longest 6th Sense for the American Spirit. Sometimes they're here for say What? We did check that out within the state, correct? Yes. Absolutely. Yeah. Okay now. And there's a home or apartment or unit number, right? Yes. May I please have your date of birth? April the 20th, 1980. April 20th, 1980? Yes. And is the phone number you're calling on today ending in 3948, a good contact number to leave on the account? Yes. Yeah, I mean, you're down for your . And lastly, do you want to put an email address on the account or leave it with no email address for now? Email address is erin, E-R-I-N, garner, G-A-R-N-E-R, the number 80@icloud.com. Right. Oh, don't do this. Okay. I put. It in by the . Then bear with me one moment while I make sure that everything was saved properly before we're able to access the account. Okay. Keep it safe. Our body. Therefore, there was . For the purpose of the line being recorded, you stated you would like to decline auto-enrollment and coverage with Surge Staffing at the moment, correct? Yes, thank you. So you are all set. Their system could possibly be sending you text messages, calls, or emails once you start working and receive your first paycheck. But of course, to decline auto-enrollment, you can simply ignore it. It just doesn't have a way to filter out who has already declined and who hasn't. Was there anything else I can assist you with today? No. Do I need to do anything else or you're going to automatically take me as a ? That was just it, so you are all set. Okay, thank you. My pleasure. Have a wonderful rest of your day. You too. Bye-bye. Mm-hmm. Bye.

### Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefit Then and Now Club. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, ma'am. I'm calling because I'm an employee at Surge and I need to, uh, cancel benefits that come out of my check.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 0583.

Speaker speaker\_1: And the last name, please.

Speaker speaker\_2: Uh, Garner-Gassord.

Speaker speaker\_1: I'm sorry, ma'am?

Speaker speaker\_2: It's Garner Gassord. It's the hyphenated name, Gar-n-e-r-Hyphen G-a-s-s-o-r-d.

Speaker speaker\_1: And you said the last four of a Social was 0583?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Did you just recently started working with them? We don't have any file with that last name.

Speaker speaker\_2: Yes.

Speaker speaker\_1: So we don't have your file yet then. Um, you have two options. We can either open one for which we will need your full Social. Or if you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the week to see when we'll receive it.

Speaker speaker\_2: I can give you my Social.

Speaker speaker\_1: Bear with me one moment. Go ahead, what is the full Social?

Speaker speaker\_2: 42425 0583.

Speaker speaker\_1: All right. The first name?

Speaker speaker\_2: Uh, Kimberly. K-i-m-b-e-r-l-i.

Speaker speaker\_1: You said it was Garner hyphen G-a-f-

Speaker speaker\_2: F is in front now. G-a-f-f-o-r-d.

Speaker speaker\_1: Spelling address, please?

Speaker speaker\_2: 105 Gale Street, G-a-l- Street, Prattville, Alabama. P-r-a-t-t-v-i-l-l-e and the zip is 3066.

Speaker speaker\_3: Are you gonna forward that? All right.

Speaker speaker\_1: I'm sorry, what was the zip code?

Speaker speaker\_2: 36066.

Speaker speaker\_4: Longest 6th Sense for the American Spirit. Sometimes they're here for say What?

Speaker speaker\_1: We did check that out within the state, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_4: Absolutely. Yeah. Okay now.

Speaker speaker\_1: And there's a home or apartment or unit number, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: May I please have your date of birth?

Speaker speaker\_2: April the 20th, 1980.

Speaker speaker\_1: April 20th, 1980?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And is the phone number you're calling on today ending in 3948, a good contact number to leave on the account?

Speaker speaker\_2: Yes.

Speaker speaker\_4: Yeah, I mean, you're down for your .

Speaker speaker\_1: And lastly, do you want to put an email address on the account or leave it with no email address for now?

Speaker speaker\_2: Email address is erin, E-R-I-N, garner, G-A-R-N-E-R, the number 80@icloud.com.

Speaker speaker\_4: Right. Oh, don't do this. Okay. I put. It in by the .

Speaker speaker\_1: Then bear with me one moment while I make sure that everything was saved properly before we're able to access the account.

Speaker speaker\_4: Okay. Keep it safe. Our body. Therefore, there was .

Speaker speaker\_1: For the purpose of the line being recorded, you stated you would like to decline auto-enrollment and coverage with Surge Staffing at the moment, correct?

Speaker speaker\_2: Yes, thank you.

Speaker speaker\_1: So you are all set. Their system could possibly be sending you text messages, calls, or emails once you start working and receive your first paycheck. But of course, to decline auto-enrollment, you can simply ignore it. It just doesn't have a way to filter out who has already declined and who hasn't. Was there anything else I can assist you with

today?

Speaker speaker\_2: No. Do I need to do anything else or you're going to automatically take me as a ?

Speaker speaker\_1: That was just it, so you are all set.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: My pleasure. Have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Mm-hmm. Bye.