

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-0 card. My name is Francesca. How can I assist you today? Hi. I'm, I'm trying to cancel my insurance. What company do you work with? Um, I work for Surge at, uh, at . What are the last four of your Social? 3562. And the last name, please? Freeman. Cornel Freeman? Yes, ma'am. All right, and to make sure that we're on the right account, could you verify your mailing address for me and date of birth? Um, 04/06/1991. And then my, my mailing ma- my mailing address is 5339 Ashton Park Drive, Apartment 2712 Westchester, Ohio. We have the best phone number to reach you down. That's 787-1938. Yes. We have your email on cfreeman116@gmail.com. Yes. So you have not been enrolled yet, Mr. Freeman. I'm gonna go ahead and decline auto enrollment and coverage for the time being. Okay? Okay. Thank you. Of course. And with that being said, since the line is recorded, so you stated you would like to decline auto enrollment with Surge Staffing and their coverage. Correct? Right. Yeah. Yeah. Yeah. Just the med- yeah just the, um, medical coverage. Yes. Okay. So I went ahead and declined the enrollment. Only way that you'll be enrolled from now on is if you request it. Was there anything else we can assist you with today? No, ma'am. No. Have a great day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0 card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I'm, I'm trying to cancel my insurance.

Speaker speaker_0: What company do you work with?

Speaker speaker_1: Um, I work for Surge at, uh, at .

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 3562.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Freeman.

Speaker speaker_0: Cornel Freeman?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and to make sure that we're on the right account, could you verify your mailing address for me and date of birth?

Speaker speaker_1: Um, 04/06/1991. And then my, my mailing ma- my mailing address is 5339 Ashton Park Drive, Apartment 2712 Westchester, Ohio.

Speaker speaker_0: We have the best phone number to reach you down. That's 787-1938.

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email on cfreeman116@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So you have not been enrolled yet, Mr. Freeman. I'm gonna go ahead and decline auto enrollment and coverage for the time being. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. And with that being said, since the line is recorded, so you stated you would like to decline auto enrollment with Surge Staffing and their coverage. Correct?

Speaker speaker_1: Right. Yeah. Yeah. Yeah. Just the med- yeah just the, um, medical coverage. Yes.

Speaker speaker_0: Okay. So I went ahead and declined the enrollment. Only way that you'll be enrolled from now on is if you request it. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. No.

Speaker speaker_0: Have a great day and thank you for your time today.

Speaker speaker_1: You too.