

## **Transcript: Franchesca**

**Baez-4776279823400960-5275284609220608**

### **Full Transcript**

Thank you for calling Benefits in Accrington. I'm Francesca, how can I assist you today? Yeah, this is Tina Cornwell. I started with Surge a few weeks ago and I don't need your insurance. Okay, so your client's account, so I do want to clarify it's not our insurance, we only administer it. So it'll be Surge coverage that I'm going to cancel for you. What are the last four- Okay. ... of your social? Uh, 84, or 64-82. Please verify your mailing address and date of birth to make sure I have the right account. Uh, 9910 Township Road 56, Mount Perry, Ohio. 43760. And my birthday's 1/11/1964. We have the best phone number to reach you down as 740-407-0969. Yes. And I have your email down as tinamarie9482@gmail.com. Yes. Ma'am, you already contacted us on January 20th and declined auto enrollment. You're not enrolled into anything with Surge. All right, 'cause they sent me an email saying that it was, so, I just wondered. Yes, this is actually- Okay. ... a reminder to call in to decline. Their system unfortunately doesn't have a way to filter who has already declined and who hasn't. Okay. All right, thank you. No problem, was there anything else I can help you with? No, that's all. Hope you have a wonderful rest of your day. Thank you for calling Benefits in Accrington.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in Accrington. I'm Francesca, how can I assist you today?

Speaker speaker\_1: Yeah, this is Tina Cornwell. I started with Surge a few weeks ago and I don't need your insurance.

Speaker speaker\_0: Okay, so your client's account, so I do want to clarify it's not our insurance, we only administer it. So it'll be Surge coverage that I'm going to cancel for you. What are the last four-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of your social?

Speaker speaker\_1: Uh, 84, or 64-82.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker\_1: Uh, 9910 Township Road 56, Mount Perry, Ohio. 43760. And my birthday's 1/11/1964.

Speaker speaker\_0: We have the best phone number to reach you down as 740-407-0969.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email down as tinamarie9482@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Ma'am, you already contacted us on January 20th and declined auto enrollment. You're not enrolled into anything with Surge.

Speaker speaker\_1: All right, 'cause they sent me an email saying that it was, so, I just wondered.

Speaker speaker\_0: Yes, this is actually-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a reminder to call in to decline. Their system unfortunately doesn't have a way to filter who has already declined and who hasn't.

Speaker speaker\_1: Okay. All right, thank you.

Speaker speaker\_0: No problem, was there anything else I can help you with?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: Hope you have a wonderful rest of your day. Thank you for calling Benefits in Accrington.