

Transcript: Francesca

Baez-4804296060878848-6119721462841344

Full Transcript

Thank you for calling Benefits 10-0 Card. My name is Francesca. How can I assist you today? Yeah, I need to opt out of the program, of this program here. Which staffing company do you work with? Uh, Surge. Mansfield, Ohio. Can I have the last four of the Social and the last name? 8451, and the name is, last name is Freeman. Please verify your mailing address and date of birth. 707 1/2 Aspen Road, Mansfield, Ohio 44905, 3/10 of '82. We actually have a different address on file. It could be your old one. 584... Yeah, 584 3/2 Aspen Road, Mansfield, Ohio 44905. Yes, sir. Did you need me to update it or leave it as it is? I need to opt out of the program. I understand that, Mr. Freeman. I'm asking if you need me to update your address or if you want me to leave that address as it is. Oh, you can just leave it as it is. I'm opting out. There's no reason to update the address 'cause I'm opting out of the program. Understood, and then I have to verify two more pieces of information. We have your phone number as 419-612-0084. That is correct. And I have your email down as nick.smallengine.odys- Oddies. ...@Gmail.com? Yeah, it's Oddies but yes, that's correct. So you were already enrolled into coverage. I can't opt you out. I'll have to process a cancellation instead, okay? Okay, that'd be fine. And then I just need the verbal disclosure that today you would like to cancel the Benefits with Surge Staffing, correct? That is correct. Yes, ma'am. Okay, so I put in the request for the cancellation. Cancellations do take seven to ten business days to process through. After this, Surge will no longer be considering you hire with Surge, so if you start any other assignments, you're still gonna receive the auto enrollment message, but you don't have to worry about it. Moving forward, the only way that you'll be enrolled with them is if you specifically submit an enrollment form or request it. Okay. That's fine. All right. You're all set. Anything else we can assist you with, Mr. Freeman, aside from the cancellation? Uh, that'll be all for today. I hope you have a wonderful rest of your day, and thank you for calling Benefits 10-0 Card today. All right. Thank you very much. B- Bye. Bye.

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: Yeah, I need to opt out of the program, of this program here.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Uh, Surge. Mansfield, Ohio.

Speaker speaker_0: Can I have the last four of the Social and the last name?

Speaker speaker_1: 8451, and the name is, last name is Freeman.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 707 1/2 Aspen Road, Mansfield, Ohio 44905, 3/10 of '82.

Speaker speaker_0: We actually have a different address on file. It could be your old one.

Speaker speaker_1: 584... Yeah, 584 3/2 Aspen Road, Mansfield, Ohio 44905.

Speaker speaker_0: Yes, sir. Did you need me to update it or leave it as it is?

Speaker speaker_1: I need to opt out of the program.

Speaker speaker_0: I understand that, Mr. Freeman. I'm asking if you need me to update your address or if you want me to leave that address as it is.

Speaker speaker_1: Oh, you can just leave it as it is. I'm opting out. There's no reason to update the address 'cause I'm opting out of the program.

Speaker speaker_0: Understood, and then I have to verify two more pieces of information. We have your phone number as 419-612-0084.

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your email down as nick.smallengine.odys-

Speaker speaker_1: Oddies.

Speaker speaker_0: ...@Gmail.com?

Speaker speaker_1: Yeah, it's Oddies but yes, that's correct.

Speaker speaker_0: So you were already enrolled into coverage. I can't opt you out. I'll have to process a cancellation instead, okay?

Speaker speaker_1: Okay, that'd be fine.

Speaker speaker_0: And then I just need the verbal disclosure that today you would like to cancel the Benefits with Surge Staffing, correct?

Speaker speaker_1: That is correct. Yes, ma'am.

Speaker speaker_0: Okay, so I put in the request for the cancellation. Cancellations do take seven to ten business days to process through. After this, Surge will no longer be considering you hire with Surge, so if you start any other assignments, you're still gonna receive the auto enrollment message, but you don't have to worry about it. Moving forward, the only way that you'll be enrolled with them is if you specifically submit an enrollment form or request it.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: All right. You're all set. Anything else we can assist you with, Mr. Freeman, aside from the cancellation?

Speaker speaker_1: Uh, that'll be all for today.

Speaker speaker_0: I hope you have a wonderful rest of your day, and thank you for calling Benefits 10-0 Card today.

Speaker speaker_1: All right. Thank you very much. B- Bye.

Speaker speaker_0: Bye.