

Transcript: Franchesca

Baez-4853164928188416-6512097925316608

Full Transcript

Thank you for calling- Hi, this is Francesca. How can I assist you today? Hi. My name is Madison. I work for Surge Staffing. I have one of our employees here sitting next to me, Patricia Feters. She had called to opt out of the insurance. However, today, she got a text that she's been auto-enrolled. So we just want to make sure that it does get canceled so she does not start getting charged for this. I'd be more than happy to take a look at her account. I do just want to remind you, your system is the one that sends those text messages. Unfortunately, since a live person is not filtering it, it just sends the message out to everybody on the contact list. It does not necessarily mean that she will be auto-enrolled. Can you- Okay. W- ... put her on the line for me please? Yeah. Well, that's good news. So maybe you're not. Maybe it was just an auto-text. That's correct. So go ahead and let them know if you... We'll make sure it's working. Yeah, this is Patricia Feters. Yes. Hello. Good afternoon, ma'am. Do you authorize me to speak with you on- online, that's on speaker? Uh, without the speaker? No, ma'am. With it being on speaker. I'm only asking 'cause- Yeah. ... my line is recorded. Yeah. All right, and then what are the last four of your social to locate your account? It's, uh, seven, one, six, eight. Could you verify your mailing address and date of birth, please? It's, uh, 906 Elm Street, Bucyrus, Ohio 44820. Mm-hmm. And my birthday is 7/29 of '70. I have the best contact for 1-968-91526? Yes. With the email of patty- Patty Feters, um, is, um, @a@gmail. Yes, ma'am. I have an A at the end of your last name. Is that correct? Yeah. It's an A with a circle... It's F... My last name's Feters, it's F-E-T-T-E-R-S, then it has a, a with a circle around it, gcom mail. I can pull it up here real quick. Wait a minute here. Let me get into it. Uh... Hang on here for a minute. Yeah. It's pattyfeters@, then a, gmail.com. All right. Yes, ma'am. I do see you here declined for auto-enrollment. Yeah, but I already called and already canceled it because I came in that one day and they turned around and said, "Did you call 'em?" And I said, "Yeah," 'cause I called when I was at work at, on my lunch break. Is that, that day Thursday, I think it was, and then I had to come in and get my paycheck Friday. Yes, ma'am. It was my understanding that you were only calling today to verify that you did decline auto-enrollment. My mistake. Yes, ma'am, you have already declined auto-enrollment. Was there anything else we can assist you with today? No, that's it. Have a great day. Goodnight. Okay. And ... just text you. Sorry about that. Okay. But if that's your-

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: Hi, this is Francesca. How can I assist you today? Hi. My name is Madison. I work for Surge Staffing. I have one of our employees here sitting next to me, Patricia Feters. She had called to opt out of the insurance. However, today, she got a text that she's been auto-enrolled. So we just want to make sure that it does get canceled so she does not start getting charged for this.

Speaker speaker_0: I'd be more than happy to take a look at her account. I do just want to remind you, your system is the one that sends those text messages. Unfortunately, since a live person is not filtering it, it just sends the message out to everybody on the contact list. It does not necessarily mean that she will be auto-enrolled. Can you-

Speaker speaker_1: Okay. W-

Speaker speaker_0: ... put her on the line for me please?

Speaker speaker_1: Yeah. Well, that's good news. So maybe you're not. Maybe it was just an auto-text.

Speaker speaker_2: That's correct.

Speaker speaker_1: So go ahead and let them know if you... We'll make sure it's working.

Speaker speaker_2: Yeah, this is Patricia Feters.

Speaker speaker_0: Yes. Hello. Good afternoon, ma'am. Do you authorize me to speak with you on- online, that's on speaker?

Speaker speaker_2: Uh, without the speaker?

Speaker speaker_0: No, ma'am. With it being on speaker. I'm only asking 'cause-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... my line is recorded.

Speaker speaker_2: Yeah.

Speaker speaker_0: All right, and then what are the last four of your social to locate your account?

Speaker speaker_2: It's, uh, seven, one, six, eight.

Speaker speaker_0: Could you verify your mailing address and date of birth, please?

Speaker speaker_2: It's, uh, 906 Elm Street, Bucyrus, Ohio 44820.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And my birthday is 7/29 of '70.

Speaker speaker_0: I have the best contact for 1-968-91526?

Speaker speaker_2: Yes.

Speaker speaker_0: With the email of patty-

Speaker speaker_2: Patty Feters, um, is, um, @a@gmail.

Speaker speaker_0: Yes, ma'am. I have an A at the end of your last name. Is that correct?

Speaker speaker_2: Yeah. It's an A with a circle... It's F... My last name's Feters, it's F-E-T-T-E-R-S, then it has a, a with a circle around it, gcom mail. I can pull it up here real quick. Wait a minute here. Let me get into it. Uh... Hang on here for a minute. Yeah. It's pattyfeters@, then a, gmail.com.

Speaker speaker_0: All right. Yes, ma'am. I do see you here declined for auto-enrollment.

Speaker speaker_2: Yeah, but I already called and already canceled it because I came in that one day and they turned around and said, "Did you call 'em?" And I said, "Yeah," 'cause I called when I was at work at, on my lunch break. Is that, that day Thursday, I think it was, and then I had to come in and get my paycheck Friday.

Speaker speaker_0: Yes, ma'am. It was my understanding that you were only calling today to verify that you did decline auto-enrollment. My mistake. Yes, ma'am, you have already declined auto-enrollment. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_0: Have a great day.

Speaker speaker_2: Goodnight.

Speaker speaker_1: Okay. And

Speaker speaker_3: ... just text you. Sorry about that.

Speaker speaker_2: Okay.

Speaker speaker_3: But if that's your-