

Transcript: Franchesca

Baez-5049859780427776-5265887005294592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is , and I'm a benefit tenant card. I'm looking to speak with Mr. Jack Rowe on behalf of Surge Staff, thanks. Uh, this is not Jack. It is not Jack Rowe, Jack Rowe? That's my name, yes. But I just spoke to the Surge staff earlier. Yes, sir. We're not Surge. We're benefit tenant card. We administer their health insurance. I would like to enrolling- I have, I, I have health insurance. Yes, sir. That's the reason why I'm calling you. You received a text message today at 1:00 PM advising us of it, so I'm calling to inform you that Surge has a company policy where they auto enroll the new members into health insurance. So I was calling to get your verbal confirmation for declination so they don't enroll you into any insurance. Wait, what? I'm confused. Surge has a company policy where they auto enroll their new hires into a medical preventative care plan. Due to the fact that based on the way that you replied back to the email, I mean, to the text message, you don't want coverage, I'm calling so that I can get your approval to decline it so they do not enroll you. Uh, well, does that consist of just me saying that I'm, that I'm good, right? Yep. It is just you saying that you would like to decline auto-enrollment with Surge. Correct? Yes. So you're all set. They might still send you the messages so you don't have to worry about it. You won't be enrolled into anything. Okay, thank you. Thank you. Have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is , and I'm a benefit tenant card. I'm looking to speak with Mr. Jack Rowe on behalf of Surge Staff, thanks.

Speaker speaker_2: Uh, this is not Jack.

Speaker speaker_1: It is not Jack Rowe, Jack Rowe?

Speaker speaker_2: That's my name, yes. But I just spoke to the Surge staff earlier.

Speaker speaker_1: Yes, sir. We're not Surge. We're benefit tenant card. We administer their health insurance. I would like to enrolling-

Speaker speaker_2: I have, I, I have health insurance.

Speaker speaker_1: Yes, sir. That's the reason why I'm calling you. You received a text message today at 1:00 PM advising us of it, so I'm calling to inform you that Surge has a

company policy where they auto enroll the new members into health insurance. So I was calling to get your verbal confirmation for declination so they don't enroll you into any insurance.

Speaker speaker_2: Wait, what? I'm confused.

Speaker speaker_1: Surge has a company policy where they auto enroll their new hires into a medical preventative care plan. Due to the fact that based on the way that you replied back to the email, I mean, to the text message, you don't want coverage, I'm calling so that I can get your approval to decline it so they do not enroll you.

Speaker speaker_2: Uh, well, does that consist of just me saying that I'm, that I'm good, right?

Speaker speaker_1: Yep. It is just you saying that you would like to decline auto-enrollment with Surge. Correct?

Speaker speaker_2: Yes.

Speaker speaker_1: So you're all set. They might still send you the messages so you don't have to worry about it. You won't be enrolled into anything.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Have a wonderful rest of your day.

Speaker speaker_2: You too.