

## **Transcript: Francesca**

**Baez-5085116120219648-5261966566014976**

### **Full Transcript**

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?  
Uh, yeah, I was calling because, uh, I just received this number, um, by an employer and they told me to give you a call to let you know, um, that I wanted to opt out of their health insurance. My name is Eric Jackson by the way. Okay. What staffing company do you work with? Uh, Surge. Surge Insurance, I think. What are the last four of the Social? Social, uh, two, five, nine, four. And you said last name Jackson, correct? Yes, ma'am. Yeah. Did you just enroll with them? I'm sorry, can you say that again, please? Yes, sir. Did you just apply with them? Uh, yeah. We don't have your file yet. We can either make one, but I need your full Social. If you don't feel comfortable providing it on a line that's recorded, then you will have to come in throughout the day calling to see when we will receive your file. Well, so I would just have to call back, you're saying? Yes, sir. If you do not feel comfortable providing me your full Social on the recorded line, then you will have to call back throughout the day to see when we do receive it. I do have to say if we do not have a file, it means that auto-enrollment has not taken effect yet. Oh, that's cool. I get it. I'll call back, yeah. Understood. We're gonna be open 8:00 AM till 8:00 PM Monday through Fridays, Eastern Time. We're closed Saturday, Sundays. Okay. Thank you. Well, actually, uh, can I ask you one more question, please? Yes, sir. I don't know if you would know this, but I had like just started a couple of days ago, so I was thinking like, could that be, uh, uh, an issue? I mean, the reason why it's not on file? No, sir. We're not Surge. We're another company that they went ahead and hired to administer their health insurance. This is not an unusual occurrence. It takes a while for their system to send over the information to ours. Oh, okay. Thank you. Of course. Anything else we can assist you with today? Not at the moment. I appreciate you though. My pleasure. Have a great day, and enjoy your weekend. You as well. You have a good one.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yeah, I was calling because, uh, I just received this number, um, by an employer and they told me to give you a call to let you know, um, that I wanted to opt out of their health insurance. My name is Eric Jackson by the way.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, Surge. Surge Insurance, I think.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: Social, uh, two, five, nine, four.

Speaker speaker\_0: And you said last name Jackson, correct?

Speaker speaker\_1: Yes, ma'am. Yeah.

Speaker speaker\_0: Did you just enroll with them?

Speaker speaker\_1: I'm sorry, can you say that again, please?

Speaker speaker\_0: Yes, sir. Did you just apply with them?

Speaker speaker\_1: Uh, yeah.

Speaker speaker\_0: We don't have your file yet. We can either make one, but I need your full Social. If you don't feel comfortable providing it on a line that's recorded, then you will have to come in throughout the day calling to see when we will receive your file.

Speaker speaker\_1: Well, so I would just have to call back, you're saying?

Speaker speaker\_0: Yes, sir. If you do not feel comfortable providing me your full Social on the recorded line, then you will have to call back throughout the day to see when we do receive it. I do have to say if we do not have a file, it means that auto-enrollment has not taken effect yet.

Speaker speaker\_1: Oh, that's cool. I get it. I'll call back, yeah.

Speaker speaker\_0: Understood. We're gonna be open 8:00 AM till 8:00 PM Monday through Fridays, Eastern Time. We're closed Saturday, Sundays.

Speaker speaker\_1: Okay. Thank you. Well, actually, uh, can I ask you one more question, please?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I don't know if you would know this, but I had like just started a couple of days ago, so I was thinking like, could that be, uh, uh, an issue? I mean, the reason why it's not on file?

Speaker speaker\_0: No, sir. We're not Surge. We're another company that they went ahead and hired to administer their health insurance. This is not an unusual occurrence. It takes a while for their system to send over the information to ours.

Speaker speaker\_1: Oh, okay. Thank you.

Speaker speaker\_0: Of course. Anything else we can assist you with today?

Speaker speaker\_1: Not at the moment. I appreciate you though.

Speaker speaker\_0: My pleasure. Have a great day, and enjoy your weekend.

Speaker speaker\_1: You as well. You have a good one.