Transcript: Franchesca Baez-5183740065824768-4978805030207488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... the Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes. Um, I work for, uh, through Surge, um, at a job placement, and I was needing to call and, uh, get the insurance that they offer canceled because I have Medicaid. All right, what are the last four of your Social Security account? Uh, it is 9346. And your last name, please? Uh, Maynard, M-A-Y-N-A-R-D. Tabatha? Yes, ma'am. All right, and for security purposes, could you please verify your mailing address for me and your date of birth? Uh, yeah. My mailing address is 7230 State Route 753 North Greenfield, Ohio 45123 and my date of birth is 4/16/1984. All right. And we have the best phone number to reach you down as 740-604-2944? Yes, that's correct. And we have your email down as first and last name 474@gmail.com? Yes. All right. For the purpose of the call being recorded, I do have to let you know, they have not enrolled you into benefits yet, but I can do a process of declination so that you do not get enrolled into coverage, okay? Okay. All right, and today, Miss Tabatha, you stated you would like to decline auto-enrollment with Surge Staffing 'cause you do not want to be auto-enrolled into any coverage, correct? Correct, not at this time. All right, you are all set. I went ahead and processed that declination. Now due to the fact that your personal enrollment period just started last week, there's a possibility you could still get three to f- two more of those text messages or emails or calls as well advising you to give us a call to decline coverage. You can simply ignore them since we have already processed your declination, okay? Okay. All right, was there anything else we can assist you with today? Nope, that's all I needed, hon. All right, I do hope you have a wonderful rest of your day. Thank you so much for your time today. Okay, you too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... the Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes. Um, I work for, uh, through Surge, um, at a job placement, and I was needing to call and, uh, get the insurance that they offer canceled because I have Medicaid.

Speaker speaker_1: All right, what are the last four of your Social Security account?

Speaker speaker_2: Uh, it is 9346.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Uh, Maynard, M-A-Y-N-A-R-D.

Speaker speaker_1: Tabatha?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and for security purposes, could you please verify your mailing address for me and your date of birth?

Speaker speaker_2: Uh, yeah. My mailing address is 7230 State Route 753 North Greenfield, Ohio 45123 and my date of birth is 4/16/1984.

Speaker speaker_1: All right. And we have the best phone number to reach you down as 740-604-2944?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And we have your email down as first and last name 474@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. For the purpose of the call being recorded, I do have to let you know, they have not enrolled you into benefits yet, but I can do a process of declination so that you do not get enrolled into coverage, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, and today, Miss Tabatha, you stated you would like to decline auto-enrollment with Surge Staffing 'cause you do not want to be auto-enrolled into any coverage, correct?

Speaker speaker_2: Correct, not at this time.

Speaker speaker_1: All right, you are all set. I went ahead and processed that declination. Now due to the fact that your personal enrollment period just started last week, there's a possibility you could still get three to f- two more of those text messages or emails or calls as well advising you to give us a call to decline coverage. You can simply ignore them since we have already processed your declination, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, was there anything else we can assist you with today?

Speaker speaker_2: Nope, that's all I needed, hon.

Speaker speaker_1: All right, I do hope you have a wonderful rest of your day. Thank you so much for your time today.

Speaker speaker_2: Okay, you too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.