

Transcript: Francesca

Baez-5297461608366080-5725458186420224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Recording. My name is Francesca. How can I assist you today? Oh, I, I, I don't want the health insurance. Um, I hope... I think I'm calling right on time. Uh, she said before 30 days. Okay. Let's take a look. What staffing company do you work with? Serge. What are the last four of your social and the last name to locate the account? 1697. And the last name, ma'am? Oh, Holland. H-O-L-L-A-N-D. For security purposes, can you please verify your mailing address and date of birth? Uh, 1105 Staley Avenue, Apartment A, Opelika, Alabama 36801. And what is the date of birth? 2/7/65. I have number 216-496-0489. Yes. And I have your email down as ssmsamhr2hl@aol.com. Yes. Okay. So it looks like it was already being processed out. Why? It will still be- I mean, it hasn't been 30 days. You received your first paycheck from December 12th, so your personal- Right. ... enrollment period will be ending at the 11th. It's already close to the end of your time, close to those 30 days already. That's why the system was already processing it. So I'll just have to cancel it m- Yeah, but- Go ahead. Yeah, but it hasn't been 30 days. They told me to call before 30 days ef- of signing up with them, and I, I didn't sign up till like the, the third or fourth or something. So it goes off based on your first paycheck. This is something that a system does and not a human being. At any point during those 30 days, that's when the system processes that auto-enrollment. As of right now, it is just pending enrollment. It's being processed. It doesn't mean that you're already gonna be deducted. Oh, yeah, 'cause I- So that being said, for the record of the line being recorded, you stated you would like to cancel the pending enrollment and decline auto-enrollment, correct? Oh, absolutely. Okay. So it's all set. I have already declined it and canceled out pending enrollment. Was there anything else I can assist you with today? No. You guys won't take out, will you? 'Cause I hardly have nothing to take out. We don't have access to your paycheck, only Surge Staffing does. By canceling the pending enrollment that the system was already processing and declining it, they won't be making any deductions, ma'am. They can't deduct something that's not being requested. Oh, okay. Well, thank you. I appreciate that. Of course. Is there anything else we can assist you with today? Oh, are you guys gonna send something to say that I didn't want it? Is it gonna come through my email or something? We don't send anything. If you would like, I can request a declination confirmation. It will take 24 to 48 hours for the front office to send it to your email. Oh, okay. All right. All right. Well, thanks. And I'll put an email request for you. I appreciate that. Of course. All right. Thank you. You're welcome. Have a- Have a wonderful rest of your day. You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Recording. My name is Francesca. How can I assist you today?

Speaker speaker_2: Oh, I, I, I don't want the health insurance. Um, I hope... I think I'm calling right on time. Uh, she said before 30 days.

Speaker speaker_1: Okay. Let's take a look. What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: What are the last four of your social and the last name to locate the account?

Speaker speaker_2: 1697.

Speaker speaker_1: And the last name, ma'am?

Speaker speaker_2: Oh, Holland. H-O-L-L-A-N-D.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Uh, 1105 Staley Avenue, Apartment A, Opelika, Alabama 36801.

Speaker speaker_1: And what is the date of birth?

Speaker speaker_2: 2/7/65.

Speaker speaker_1: I have

Speaker speaker_3: number 216-496-0489.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email down as ssmsamhr2hl@aol.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like it was already being processed out.

Speaker speaker_2: Why?

Speaker speaker_1: It will still be-

Speaker speaker_2: I mean, it hasn't been 30 days.

Speaker speaker_1: You received your first paycheck from December 12th, so your personal-

Speaker speaker_2: Right.

Speaker speaker_1: ... enrollment period will be ending at the 11th. It's already close to the end of your time, close to those 30 days already. That's why the system was already processing it. So I'll just have to cancel it m-

Speaker speaker_2: Yeah, but-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Yeah, but it hasn't been 30 days. They told me to call before 30 days of signing up with them, and I, I didn't sign up till like the, the third or fourth or something.

Speaker speaker_1: So it goes off based on your first paycheck. This is something that a system does and not a human being. At any point during those 30 days, that's when the system processes that auto-enrollment. As of right now, it is just pending enrollment. It's being processed. It doesn't mean that you're already gonna be deducted.

Speaker speaker_2: Oh, yeah, 'cause I-

Speaker speaker_1: So that being said, for the record of the line being recorded, you stated you would like to cancel the pending enrollment and decline auto-enrollment, correct?

Speaker speaker_2: Oh, absolutely.

Speaker speaker_1: Okay. So it's all set. I have already declined it and canceled out pending enrollment. Was there anything else I can assist you with today?

Speaker speaker_2: No. You guys won't take out, will you? 'Cause I hardly have nothing to take out.

Speaker speaker_1: We don't have access to your paycheck, only Surge Staffing does. By canceling the pending enrollment that the system was already processing and declining it, they won't be making any deductions, ma'am. They can't deduct something that's not being requested.

Speaker speaker_2: Oh, okay. Well, thank you. I appreciate that.

Speaker speaker_1: Of course. Is there anything else we can assist you with today?

Speaker speaker_2: Oh, are you guys gonna send something to say that I didn't want it? Is it gonna come through my email or something?

Speaker speaker_1: We don't send anything. If you would like, I can request a declination confirmation. It will take 24 to 48 hours for the front office to send it to your email.

Speaker speaker_2: Oh, okay. All right. All right. Well, thanks.

Speaker speaker_1: And I'll put an email request for you.

Speaker speaker_2: I appreciate that.

Speaker speaker_1: Of course.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a-

Speaker speaker_1: Have a wonderful rest of your day.

Speaker speaker_2: You too. All right. Bye-bye.