

Transcript: Francesca

Baez-5396902878593024-6495251157434368

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling , my name is Francesca. How can I help you? Hi Francesca. I am calling to opt out of the medical, the benefits. What staffing company do you work with? Serge. Bear with me one moment, I'm so sorry. My system's just going all types of crazy right now. Okay. You're fine. What are the last four of your social? Um, 2917. And the last name? Smith. Joyce Smith? Yes, ma'am. Please verify your mailing address and date of birth. Um, PO Box, um, 221 Utica, Ohio 43080. And what was it, my birth date? Yes, ma'am. Um, I do want to mention the address that we have on file is not a PO Box. Oh, uh, should be. Um, it's 329 Spring Street, Utica, Ohio 43080. Yes, ma'am. But you need me to change it to the PO Box 221? Yes, please. Yeah, 'cause I won't receive mail if it's- don't have the PO Box on it. They'll send it back. All right. And then I'm just missing your date of birth. Um, 1/17, 1/17 of 1978. We have your best phone number, 740-899-0424. Yes, ma'am. We have your email down as carla201714@Gmail.com. Yes, ma'am. We have, let's see, we already actually have a declination being processed for you. You called in to decline on May 25th, 2024. Okay. Well, I got... Well, they've re-put me into a different job and I got a text and I was like, "I thought I already opted out of this." But I'll do it again. Yes, ma'am. Okay. I'll go ahead and process the declination for you. The system just doesn't have a way to filter out who has or who hasn't already declined, but auto enrollment only takes effect to new hires. You're re- Okay. You're considered a re-hire since you have worked already with Surge in the past. Yeah. Is there anything else we can assist you with today? No, ma'am. That's it, thank you. Of course. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling , my name is Francesca. How can I help you?

Speaker speaker_2: Hi Francesca. I am calling to opt out of the medical, the benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: Bear with me one moment, I'm so sorry. My system's just going all types of crazy right now.

Speaker speaker_2: Okay. You're fine.

Speaker speaker_1: What are the last four of your social?

Speaker speaker_2: Um, 2917.

Speaker speaker_1: And the last name?

Speaker speaker_2: Smith.

Speaker speaker_1: Joyce Smith?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: Um, PO Box, um, 221 Utica, Ohio 43080. And what was it, my birth date?

Speaker speaker_1: Yes, ma'am. Um, I do want to mention the address that we have on file is not a PO Box.

Speaker speaker_2: Oh, uh, should be. Um, it's 329 Spring Street, Utica, Ohio 43080.

Speaker speaker_1: Yes, ma'am. But you need me to change it to the PO Box 221?

Speaker speaker_2: Yes, please. Yeah, 'cause I won't receive mail if it's- don't have the PO Box on it. They'll send it back.

Speaker speaker_1: All right. And then I'm just missing your date of birth.

Speaker speaker_2: Um, 1/17, 1/17 of 1978.

Speaker speaker_1: We have your best phone number, 740-899-0424.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have your email down as carla201714@Gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have, let's see, we already actually have a declination being processed for you. You called in to decline on May 25th, 2024.

Speaker speaker_2: Okay. Well, I got... Well, they've re-put me into a different job and I got a text and I was like, "I thought I already opted out of this." But I'll do it again.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll go ahead and process the declination for you. The system just doesn't have a way to filter out who has or who hasn't already declined, but auto enrollment only takes effect to new hires. You're re-

Speaker speaker_2: Okay.

Speaker speaker_1: You're considered a re-hire since you have worked already with Surge in the past.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: No, ma'am. That's it, thank you.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Thank you.