

Transcript: Francesca

Baez-5408849069785088-5491711764774912

Full Transcript

Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Yeah, I just got a text message and it said you guys was, you know, for Surge and getting the insurance. Well, the administrative for the health benefits of Surge is ... offers, but we don't own them. Yes, sir. How can we help you? Well, you guys always tack on the damn insurance and ain't nobody want that stuff. And you guys charge me for two, three months and then it takes a whole two weeks just to turn it off and you charge me two more time. Okay. So sir, with Surge specifically speaking, we're not the ones that do anything. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan. I'm not a new hire. I've been with Surge for several years now. I just changed jobs. Sir, I got to take a look at your file, but we don't have access to any paychecks. Surge is the one that's sends over the deductions. Unless you call to decline it, you get auto enrolled. I know and that's crooked. I apologize you feel that way. Well, it should be your, your, you know, your opinion if you want it or not. It's not here. Here it is. Once again, I apologize you feel that way, sir. How can I assist you today? I don't, I don't want that insurance. Okay, so you're calling to decline. What are the last four of the social and your last name, please? Say it now? Yes, sir. I need to locate your account in order for me to process the ... declination, so I will need the last four of your social and your last name to locate your account. 7343. Decker. What is the last name? Decker. Please verify your mailing address and date of birth to make sure I have the right account. 421 North Baxter. Yes, sir. Can you verify your full address please and date of birth, if you're so kind? 421 North Baxter Street, Lima, Ohio. Um, 5/16/78. What is the ZIP code of your address, sir? 45801. We have this contact, same as the one you called on, 567-319-9074 with the email of rodneydecker35@gmail.com. Right. I don't use that, though. Okay. So you already called to decline auto enrollment back in October 10th, 2024, so you are all set. The reason why you still received that text message with the wording that you're going to be auto enrolled is 'cause an automated system is the one sending it now, not a human being, so it doesn't have a way to filter for the contact list. It was already... Do they take the number off of it? Actually, that will be something that you have to do when you get that text message. Just reply back the word "stop," I believe it is, and then you'll be taken out... No, they didn't say anything about that. ... the contact list. Okay. Was there anything else I can assist you with today? Nope, that's it. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... my name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I just got a text message and it said you guys was, you know, for Surge and getting the insurance.

Speaker speaker_0: Well, the administrative for the health benefits of Surge is ... offers, but we don't own them. Yes, sir. How can we help you?

Speaker speaker_1: Well, you guys always tack on the damn insurance and ain't nobody want that stuff. And you guys charge me for two, three months and then it takes a whole two weeks just to turn it off and you charge me two more time.

Speaker speaker_0: Okay. So sir, with Surge specifically speaking, we're not the ones that do anything. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan.

Speaker speaker_1: I'm not a new hire. I've been with Surge for several years now. I just changed jobs.

Speaker speaker_0: Sir, I got to take a look at your file, but we don't have access to any paychecks. Surge is the one that's sends over the deductions. Unless you call to decline it, you get auto enrolled.

Speaker speaker_1: I know and that's crooked.

Speaker speaker_0: I apologize you feel that way.

Speaker speaker_1: Well, it should be your, your, you know, your opinion if you want it or not. It's not here. Here it is.

Speaker speaker_0: Once again, I apologize you feel that way, sir. How can I assist you today?

Speaker speaker_1: I don't, I don't want that insurance.

Speaker speaker_0: Okay, so you're calling to decline. What are the last four of the social and your last name, please?

Speaker speaker_1: Say it now?

Speaker speaker_0: Yes, sir. I need to locate your account in order for me to process the ... declination, so I will need the last four of your social and your last name to locate your account.

Speaker speaker_1: 7343. Decker.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Decker.

Speaker speaker_2: Please verify your mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: 421 North Baxter.

Speaker speaker_0: Yes, sir. Can you verify your full address please and date of birth, if you're so kind?

Speaker speaker_1: 421 North Baxter Street, Lima, Ohio. Um, 5/16/78.

Speaker speaker_0: What is the ZIP code of your address, sir?

Speaker speaker_1: 45801.

Speaker speaker_0: We have this contact, same as the one you called on, 567-319-9074 with the email of rodneydecker35@gmail.com.

Speaker speaker_1: Right. I don't use that, though.

Speaker speaker_0: Okay. So you already called to decline auto enrollment back in October 10th, 2024, so you are all set. The reason why you still received that text message with the wording that you're going to be auto enrolled is 'cause an automated system is the one sending it now, not a human being, so it doesn't have a way to filter for the contact list. It was already...

Speaker speaker_1: Do they take the number off of it?

Speaker speaker_0: Actually, that will be something that you have to do when you get that text message. Just reply back the word "stop," I believe it is, and then you'll be taken out...

Speaker speaker_1: No, they didn't say anything about that.

Speaker speaker_0: ... the contact list. Okay. Was there anything else I can assist you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Have a great day.