

Transcript: Francesca

Baez-5517411044868096-6393184303759360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in One Card. How can I assist you today? Um, yes, ma'am. Um, I work for a company called Surge and they told me that I have to call to cancel some insurance or something. Ah, yes. 'Cause we have an- I, I- ... auto enrollment policy. Say again, ma'am. Yes, sir. I was just informing you. Yes. They informed me to call this because they have a company policy with the auto enrollment new members. What are the last four of your Social? 1735. What is your last name? Walker. Do you have any other last name or any notation after Walker? Uh, well, it's Surge, yeah. For security purposes, can you please verify your mailing address and date of birth to make sure I have the right account in front of me? 805 Hazel Street, Louisville, Kentucky and, uh, 9-28-75. I have that phone number to reach you down as 502-712-1819. Yes, ma'am. Can I have your email down as calundraschildcare@yahoo.com? Yes. All right. So they have not processed that auto enrollment at the moment. What I can do is process a declination so that the auto enrollment doesn't take place. Would you like me to go ahead and process that for you? Yes, ma'am. All right. So then just for the purpose of this line being recorded, you stated you would like to decline Surge Staffing Company auto enrollment, correct? Yes, ma'am. All right, Mr. Walker. You are all set. I do have to say, um, their system could possibly send you either text messages, calls, or emails advising you to call us to decline or that you will be auto enrolled in 30 days. You can simply ignore it. It doesn't have a way to filter out who has already declined and who hasn't. So the system just basically puts your phone number in there and sends all those nof- notifications at once. Yes, ma'am. Was there anything else we can assist you with today aside from processing the declination for you? Um, no, ma'am. I just wanted to make sure that I got it done. Understood. You're all set. All right. Thank you. I hope you have a wonderful rest of your day. And you do as well. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca with Benefits in One Card. How can I assist you today?

Speaker speaker_2: Um, yes, ma'am. Um, I work for a company called Surge and they told me that I have to call to cancel some insurance or something.

Speaker speaker_1: Ah, yes. 'Cause we have an-

Speaker speaker_2: I, I-

Speaker speaker_1: ... auto enrollment policy.

Speaker speaker_2: Say again, ma'am.

Speaker speaker_1: Yes, sir. I was just informing you. Yes. They informed me to call this because they have a company policy with the auto enrollment new members. What are the last four of your Social?

Speaker speaker_2: 1735.

Speaker speaker_1: What is your last name?

Speaker speaker_2: Walker.

Speaker speaker_1: Do you have any other last name or any notation after Walker?

Speaker speaker_2: Uh, well, it's Surge, yeah.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_2: 805 Hazel Street, Louisville, Kentucky and, uh, 9-28-75.

Speaker speaker_1: I have that phone number to reach you down as 502-712-1819.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email down as calundraschildcare@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So they have not processed that auto enrollment at the moment. What I can do is process a declination so that the auto enrollment doesn't take place. Would you like me to go ahead and process that for you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So then just for the purpose of this line being recorded, you stated you would like to decline Surge Staffing Company auto enrollment, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, Mr. Walker. You are all set. I do have to say, um, their system could possibly send you either text messages, calls, or emails advising you to call us to decline or that you will be auto enrolled in 30 days. You can simply ignore it. It doesn't have a way to filter out who has already declined and who hasn't. So the system just basically puts your phone number in there and sends all those nof- notifications at once.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Was there anything else we can assist you with today aside from processing the declination for you?

Speaker speaker_2: Um, no, ma'am. I just wanted to make sure that I got it done.

Speaker speaker_1: Understood. You're all set.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: I hope you have a wonderful rest of your day.

Speaker speaker_2: And you do as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.