

Transcript: Franchesca

Baez-5540118263152640-6381645533200384

Full Transcript

Thank you for calling Benefits 10-0-Chrome. My name is Francesca. How can I assist you today? Um, yes, ma'am. My name's DeMarco Gaston. I was trying to opt out. For which staffing company? Um, Service Staffing. May I please have the last four of the Social? 7460. All right. And for security purposes, could you verify your mailing address and date of birth? 1035 Green Sea Road, Apartment F, July 25, 1988. And what were the first two numbers? It cut off on that one. On which one? My cell phone number- The numbers of the street. 1035. Thank you very much. And I do apologize, just because the line is recorded, Mr. Gaston, do you authorize me to continue this call on a speaker call? Yes, ma'am. All right. And then I just need to verify contact information, which I have you down with the phone number, same as the one you guys called on, 662-640-1556, with the email of first and last name, number zero, @gmail.com. Yes, ma'am. All right. And then lastly, once again, due to the call being recorded, you stated you were calling to opt out and decline the coverage and auto-enrollment with Surge Staffing, correct? Yes, ma'am. All right. You are declined. Now, you have roughly two more weeks on your personal enrollment period, two to three weeks. You might be receiving text messages, emails or animated calls from the system saying that you are going to be auto-enrolled. You can simply ignore them. Unfortunately, there isn't a way to filter who already declined or canceled, so it still sends them out. Okay. All right. And then did you guys need me to process another opt out, or you're all good just yours? Opt out is fine. Okay. That's all, ma'am. It was a pleasure speaking with both of you. I hope you both enjoy the rest of your day. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-Chrome. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, ma'am. My name's DeMarco Gaston. I was trying to opt out.

Speaker speaker_0: For which staffing company?

Speaker speaker_1: Um, Service Staffing.

Speaker speaker_0: May I please have the last four of the Social?

Speaker speaker_1: 7460.

Speaker speaker_0: All right. And for security purposes, could you verify your mailing address and date of birth?

Speaker speaker_1: 1035 Green Sea Road, Apartment F, July 25, 1988.

Speaker speaker_0: And what were the first two numbers? It cut off on that one.

Speaker speaker_1: On which one? My cell phone number-

Speaker speaker_0: The numbers of the street.

Speaker speaker_2: 1035.

Speaker speaker_0: Thank you very much. And I do apologize, just because the line is recorded, Mr. Gaston, do you authorize me to continue this call on a speaker call?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then I just need to verify contact information, which I have you down with the phone number, same as the one you guys called on, 662-640-1556, with the email of first and last name, number zero, @gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then lastly, once again, due to the call being recorded, you stated you were calling to opt out and decline the coverage and auto-enrollment with Surge Staffing, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. You are declined. Now, you have roughly two more weeks on your personal enrollment period, two to three weeks. You might be receiving text messages, emails or animated calls from the system saying that you are going to be auto-enrolled. You can simply ignore them. Unfortunately, there isn't a way to filter who already declined or canceled, so it still sends them out.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then did you guys need me to process another opt out, or you're all good just yours?

Speaker speaker_1: Opt out is fine. Okay.

Speaker speaker_2: That's all, ma'am.

Speaker speaker_0: It was a pleasure speaking with both of you. I hope you both enjoy the rest of your day.

Speaker speaker_2: Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: Bye-bye.