

## Transcript: Franchesca

**Baez-5712050829705216-6705041362960384**

### Full Transcript

Hello. Hello. speaker: Good morning, uh, yeah, yesterday I was out at Surge and, uh, they, they got me set up and they gave me a card, but insurance, they said if I don't want it, call in and cancel it because once I start working, once they place me where, wherever they're going to place me, they said that they'll, you guys will start taking money out of my, out of my check and I'm already on there. I already have insurance so I don't need the, the benefits you guys offer. Okay. I do have to clarify, sir, we're not the ones that will be taking the money out. Surge would, we don't have access to the employee's paycheck, and the insurance wouldn't be with us. It would be with Surge. We just administer it. What are the last four of your Social so I can look at your accounts with the client? Uh, 9594. And the last name? Wolf. So they have not sent those over your file yet. Um, you have two options. Okay. We can either create one, which I will need your full Social to. If you do not feel comfortable providing it, um, then it will be the second option of you calling back in to check and see when we do have it so that you're able to go ahead- Okay, I can call back in. ... okay? 'Cause this was just ye- Okay. I, I was just in there yesterday, uh, at like 1:30, so maybe they, some of them are getting asked. I'll call back in Monday. Understood. What's that? Yes, sir. I was just saying understood. All right, thank you. Of course. My pleasure. Have a great day.

### Conversation Format

Speaker speaker\_0: Hello.

Speaker speaker\_1: Hello. speaker: Good morning, uh, yeah, yesterday I was out at Surge and, uh, they, they got me set up and they gave me a card, but insurance, they said if I don't want it, call in and cancel it because once I start working, once they place me where, wherever they're going to place me, they said that they'll, you guys will start taking money out of my, out of my check and I'm already on there. I already have insurance so I don't need the, the benefits you guys offer.

Speaker speaker\_2: Okay. I do have to clarify, sir, we're not the ones that will be taking the money out. Surge would, we don't have access to the employee's paycheck, and the insurance wouldn't be with us. It would be with Surge. We just administer it. What are the last four of your Social so I can look at your accounts with the client?

Speaker speaker\_0: Uh, 9594.

Speaker speaker\_2: And the last name?

Speaker speaker\_0: Wolf.

Speaker speaker\_1: So they have not sent those over your file yet. Um, you have two options.

Speaker speaker\_0: Okay.

Speaker speaker\_1: We can either create one, which I will need your full Social to. If you do not feel comfortable providing it, um, then it will be the second option of you calling back in to check and see when we do have it so that you're able to go ahead-

Speaker speaker\_0: Okay, I can call back in.

Speaker speaker\_1: ... okay?

Speaker speaker\_0: 'Cause this was just ye-

Speaker speaker\_1: Okay.

Speaker speaker\_0: I, I was just in there yesterday, uh, at like 1:30, so maybe they, some of them are getting asked. I'll call back in Monday.

Speaker speaker\_1: Understood.

Speaker speaker\_0: What's that?

Speaker speaker\_1: Yes, sir. I was just saying understood.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: Of course. My pleasure. Have a great day.