

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Franjika. How can I help you today? Yeah, um, I was trying to opt out of the insurance. Which staffing company do you work with? Uh, Surge. What are the last four of your Social? 7023. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 7656 State Route 56, Athens, Ohio and then 0217 0206. We have the best contact, same as the one you called on, 740-588-3464, with the email of your last name, first name, number seven, @gmail.com? Yep. And for the purpose of my line being recorded, you stated today you would like to be opted out of auto-enrollment with Surge and decline the benefits, correct? Yeah. All right. So, you are all set. That declination has been processed. Um, please keep in mind, you are on your first week of your personal enrollment period. So, there's a chance their auto system could still send you text messages, emails or automated calls telling you you are going to be auto-enrolled- Yeah. ... but you can simply ignore them. The reason for it is 'cause it really doesn't have a way to filter who has already called in, like you did, to decline and who hasn't. All right. Was there anything else, aside from that declination, that we can assist you with today? No. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card. All right. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Franjika. How can I help you today?

Speaker speaker_1: Yeah, um, I was trying to opt out of the insurance.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 7023.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 7656 State Route 56, Athens, Ohio and then 0217 0206.

Speaker speaker_0: We have the best contact, same as the one you called on, 740-588-3464, with the email of your last name, first name, number seven, @gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: And for the purpose of my line being recorded, you stated today you would like to be opted out of auto-enrollment with Surge and decline the benefits, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So, you are all set. That declination has been processed. Um, please keep in mind, you are on your first week of your personal enrollment period. So, there's a chance their auto system could still send you text messages, emails or automated calls telling you you are going to be auto-enrolled-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... but you can simply ignore them. The reason for it is 'cause it really doesn't have a way to filter who has already called in, like you did, to decline and who hasn't.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else, aside from that declination, that we can assist you with today?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome.