

Transcript: Francesca

Baez-5820248976211968-6382791956316160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today? Yeah, this is Juan calling for the, uh, the, uh, insurance thing, for Surge. Uh, Juan, how can we assist you with that insurance with Surge, Mr. Juan? Yeah, they, uh, they, uh, they, they sent me a message. Uh, I'm, I'm the Juan, uh, cancel that thing. Okay. What are the last four of your Social to process that cancellation? Repetition? Yes, sir. Okay. Just the last four. Okay. Uh, let me go get it inside real quick. Okay, take your time. Okay. Okay, whenever you're ready, just let me know, Mr. Juan. It's 0021. And what is the last name? Um, Matias. Do you have any other last names by any chance? No, it's just, uh, it's Juan Matias. Uh, M-A-T-I-A-S. Do you have a middle name? Uh, Antonio. Okay, I see what they did. So they actually put your last name down as Antonio Matias, but I'll go ahead and fix it. Okay, . For security purposes, could you verify your mailing address and date of birth for me? Um, it's 1214, uh, Fort... I mean, uh, Godfrey, Fort Payne, Alabama. What was the street name? I'm sorry. Uh, Godfrey, Godfrey, uh, Alabama. We have a different address on file. Oh, mine is 1214, uh, Godfrey, Fort Payne, Alabama. No, sir. We have a different street address. So it is an Alabama address, but the street address itself is different. And- Uh, what- ... the city is the same, but it's just that street address that's different. What is the, uh, street on, on the, on the profile? So I can't tell it to you 'cause the purpose of this is to verify that I have the right account in front of me. Oh, okay. Okay. Um- It could be maybe an old address. It will be the address you provided Surge in your application. By any chance, do you remember what address it was? Yeah, when I applied with Surge, uh, yeah, I put, uh, Godfrey, but maybe another one. I just moved down here. Maybe, uh, Frehope, Alabama. Okay, so you're only advising me of the state and the city. I need the street address, sir. The, where, where I'm living right now, it's 1214 Godfrey, Alabama, Fort Payne. Uh, I don't know how they got that information. It's how I put- Yeah. ... my application in. Okay, so we have a different address on file. It's not that one. Um, you can either try to see if you have a different address on your physical ID maybe. Um, but aside from that, if you're unable to verify the address on file, it will be the full Social instead. Okay. I, I got the full Social. Okay, you can go ahead with the first five numbers only since you already gave me the last four. Okay. Uh, it's 17002. Okay, we have your address down as 2323 Sayer Street, Fort Payne, Alabama. No, it's, uh, uh, no. Okay, I'll go ahead and change it. Could you repeat your address one more time for me? I apologize. That's, um, it's 1214, uh, Godfrey, G-O-D-F-R-E-Y, uh, Fort Payne, Alabama. All right. And when is your date of birth? It's, uh, 6/18/2000. We have your best phone number down as 251-465-0312. Mm-hmm. And I have your email down as jmatias12@gmail.com. Yes, ma'am. So they have not enrolled you into benefits yet. What I'm going to go ahead and do is decline you so that they do not- Mm-hmm. ... auto-enroll you into anything. That way, the only way you can really be enrolled into

benefits is if you- Mm-hmm. ... specifically called in and asked for them, okay? Mm-hmm. All right, and with that being said, since line is recorded, Mr. Matias, you stated too la- today that you would like to be opted out of any auto-enrollment with Surge staffing, correct? Mm-hmm. All right, so you are all set. There is a possibility you might receive one or two more text messages from Surge advising you to call in to cancel or decline. You can simply ignore them since we already processed that for you. Okay. All right. Was there anything else we can assist you with today? No, ma'am. It's, it's all I'm calling in for. Thank you for your time. I mean, I appreciate it. Thank you so much, and thank you for allowing me to assist you today. I hope you have a wonderful rest of your day today, sir. Uh, you as well. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, this is Juan calling for the, uh, the, uh, insurance thing, for Surge.

Speaker speaker_1: Uh, Juan, how can we assist you with that insurance with Surge, Mr. Juan?

Speaker speaker_2: Yeah, they, uh, they, uh, they, they sent me a message. Uh, I'm, I'm the Juan, uh, cancel that thing.

Speaker speaker_1: Okay. What are the last four of your Social to process that cancellation?

Speaker speaker_2: Repetition?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Just the last four.

Speaker speaker_2: Okay. Uh, let me go get it inside real quick.

Speaker speaker_1: Okay, take your time.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, whenever you're ready, just let me know, Mr. Juan.

Speaker speaker_2: It's 0021.

Speaker speaker_1: And what is the last name?

Speaker speaker_2: Um, Matias.

Speaker speaker_1: Do you have any other last names by any chance?

Speaker speaker_2: No, it's just, uh, it's Juan Matias. Uh, M-A-T-I-A-S.

Speaker speaker_1: Do you have a middle name?

Speaker speaker_2: Uh, Antonio.

Speaker speaker_1: Okay, I see what they did. So they actually put your last name down as Antonio Matias, but I'll go ahead and fix it.

Speaker speaker_2: Okay, .

Speaker speaker_1: For security purposes, could you verify your mailing address and date of birth for me?

Speaker speaker_2: Um, it's 1214, uh, Fort... I mean, uh, Godfrey, Fort Payne, Alabama.

Speaker speaker_1: What was the street name? I'm sorry.

Speaker speaker_2: Uh, Godfrey, Godfrey, uh, Alabama.

Speaker speaker_1: We have a different address on file.

Speaker speaker_2: Oh, mine is 1214, uh, Godfrey, Fort Payne, Alabama.

Speaker speaker_1: No, sir. We have a different street address. So it is an Alabama address, but the street address itself is different. And-

Speaker speaker_2: Uh, what-

Speaker speaker_1: ... the city is the same, but it's just that street address that's different.

Speaker speaker_2: What is the, uh, street on, on the, on the profile?

Speaker speaker_1: So I can't tell it to you 'cause the purpose of this is to verify that I have the right account in front of me.

Speaker speaker_2: Oh, okay. Okay. Um-

Speaker speaker_1: It could be maybe an old address. It will be the address you provided Surge in your application. By any chance, do you remember what address it was?

Speaker speaker_2: Yeah, when I applied with Surge, uh, yeah, I put, uh, Godfrey, but maybe another one. I just moved down here. Maybe, uh, Frehope, Alabama.

Speaker speaker_1: Okay, so you're only advising me of the state and the city. I need the street address, sir.

Speaker speaker_2: The, where, where I'm living right now, it's 1214 Godfrey, Alabama, Fort Payne. Uh, I don't know how they got that information. It's how I put-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... my application in.

Speaker speaker_1: Okay, so we have a different address on file. It's not that one. Um, you can either try to see if you have a different address on your physical ID maybe. Um, but aside from that, if you're unable to verify the address on file, it will be the full Social instead.

Speaker speaker_2: Okay. I, I got the full Social.

Speaker speaker_1: Okay, you can go ahead with the first five numbers only since you already gave me the last four.

Speaker speaker_2: Okay. Uh, it's 17002.

Speaker speaker_1: Okay, we have your address down as 2323 Sayer Street, Fort Payne, Alabama.

Speaker speaker_2: No, it's, uh, uh, no.

Speaker speaker_1: Okay, I'll go ahead and change it. Could you repeat your address one more time for me? I apologize.

Speaker speaker_2: That's, um, it's 1214, uh, Godfrey, G-O-D-F-R-E-Y, uh, Fort Payne, Alabama.

Speaker speaker_1: All right. And when is your date of birth?

Speaker speaker_2: It's, uh, 6/18/2000.

Speaker speaker_1: We have your best phone number down as 251-465-0312.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I have your email down as jmatias12@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So they have not enrolled you into benefits yet. What I'm going to go ahead and do is decline you so that they do not-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... auto-enroll you into anything. That way, the only way you can really be enrolled into benefits is if you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... specifically called in and asked for them, okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, and with that being said, since line is recorded, Mr. Matias, you stated too la- today that you would like to be opted out of any auto-enrollment with Surge staffing, correct?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, so you are all set. There is a possibility you might receive one or two more text messages from Surge advising you to call in to cancel or decline. You can simply ignore them since we already processed that for you.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, ma'am. It's, it's all I'm calling in for. Thank you for your time. I mean, I appreciate it.

Speaker speaker_1: Thank you so much, and thank you for allowing me to assist you today. I hope you have a wonderful rest of your day today, sir.

Speaker speaker_2: Uh, you as well. Bye.

Speaker speaker_1: Bye-bye.