

Transcript: Francesca

Baez-5993772115738624-5455075523870720

Full Transcript

Hi. This is . My name is Francesca. How can I assist you today? Uh, yeah, I'm gonna opt out of your guys' insurance plan. What staffing company do you work with? I want to opt out of the insurance plan. And I understand that, sir. Unless I know which staffing company you work with, I can't assist you. Uh, Surge. What are the last four of the SSN, sir? Uh, 4051. And your last name, please? Jones. Okay. So I do have to advise you, sir, since the line is recorded, you're not declining our benefits. We don't own any benefits. We're an administrator for the health insurance. I'm gonna be opting you out of Surge Staffing benefits. Okay? Thank you. Of course. And can you verify your mailing address and date of birth? Uh, 309 Webb Street, St. Mary's, Ohio, 45885. 12/25/2002 is my birthdate. Uh, might I have your contact, that same phone number you're calling, 419-604-6522, with the email of coalironkaylee@gmail.com? Yes, ma'am. And for the purpose of our line being recorded, you stated you would like to opt out of auto enrollment and decline the benefits of Surge Staffing. Correct? Yes, I do. So you are all set. Um, I do have to say, your open enrollment period started last week. So during this week and the next three days, I mean, three weeks, you might receive messages, emails or automated calls saying you are going to be auto enrolled. You can ignore them. Okay. Unfortunately, the system doesn't have a way to filter out who has already c- called to opt out. So it will still send them to you. All righty. All right. So you are all set. Was there anything else we can assist you with today? Nope, that was it. Thank you. My pleasure. I hope you have a wonderful rest of your day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. This is . My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah, I'm gonna opt out of your guys' insurance plan.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: I want to opt out of the insurance plan.

Speaker speaker_0: And I understand that, sir. Unless I know which staffing company you work with, I can't assist you.

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last four of the SSN, sir?

Speaker speaker_1: Uh, 4051.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Jones.

Speaker speaker_0: Okay. So I do have to advise you, sir, since the line is recorded, you're not declining our benefits. We don't own any benefits. We're an administrator for the health insurance. I'm gonna be opting you out of Surge Staffing benefits. Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. And can you verify your mailing address and date of birth?

Speaker speaker_1: Uh, 309 Webb Street, St. Mary's, Ohio, 45885. 12/25/2002 is my birthdate.

Speaker speaker_0: Uh, might I have your contact, that same phone number you're calling, 419-604-6522, with the email of coalironkaylee@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And for the purpose of our line being recorded, you stated you would like to opt out of auto enrollment and decline the benefits of Surge Staffing. Correct?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: So you are all set. Um, I do have to say, your open enrollment period started last week. So during this week and the next three days, I mean, three weeks, you might receive messages, emails or automated calls saying you are going to be auto enrolled. You can ignore them.

Speaker speaker_1: Okay.

Speaker speaker_0: Unfortunately, the system doesn't have a way to filter out who has already c- called to opt out. So it will still send them to you.

Speaker speaker_1: All righty.

Speaker speaker_0: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker_1: Nope, that was it. Thank you.

Speaker speaker_0: My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.