

Transcript: Francesca

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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? Uh, yeah, I'm trying to see what this, what this message about. Could you read it for me please? Um, "Congrats on your job with Surge. You will be auto enroll in M-E-C 70RX within 30 days." Just letting you know in regards to your staffing company policy, where they auto-enroll new hires into a medical preventative care plan. Okay. This information is in it, since we're the account administrators for their coverage, in the event that you would like to decline that auto enrollment or enroll into any of the other plans they're offering. Uh, yeah, I w- I, I don't... I would like to decline it. Okay, what are the last four of your Social? 0242. And we did say that's with Surge, right? With Surge, yes. Could you please verify your mailing address and date of birth? Uh, 1818, Cork County, Dallas, Texas. And my birthday is, um, 2/23/78. We have the best phone number to reach you down as 469-324-6810. Same as the one you called on? Yes. We have your email down as thomas87320@gmail.com. Okay. And for this purpose of the line being recorded, you said that you would like to be opt out of auto enrollment, correct? Yes. All right. You are all set. Was there anything else that we can assist you with today? Could you tell me a little m- bit more? You said this a medical plan or something? Yes ma'n- sir, it's a medical preventative care plan that you just declined auto enrollment from. But like you say, is, is, is... So, so just say this insurance? Yes, sir. Oh, okay. Okay, yeah. Okay. Well, that's it. Understood. Well, I do hope you have a wonderful rest of your day, and thank you for calling Benefits 10 O'Clock today. All right. Thank you. You're welcome. Bye-bye. All right.

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: Uh, yeah, I'm trying to see what this, what this message about.

Speaker speaker_1: Could you read it for me please?

Speaker speaker_2: Um, "Congrats on your job with Surge. You will be auto enroll in M-E-C 70RX within 30 days."

Speaker speaker_1: Just letting you know in regards to your staffing company policy, where they auto-enroll new hires into a medical preventative care plan.

Speaker speaker_2: Okay.

Speaker speaker_1: This information is in it, since we're the account administrators for their coverage, in the event that you would like to decline that auto enrollment or enroll into any of the other plans they're offering.

Speaker speaker_2: Uh, yeah, I w- I, I don't... I would like to decline it.

Speaker speaker_1: Okay, what are the last four of your Social?

Speaker speaker_2: 0242.

Speaker speaker_1: And we did say that's with Surge, right?

Speaker speaker_2: With Surge, yes.

Speaker speaker_1: Could you please verify your mailing address and date of birth?

Speaker speaker_2: Uh, 1818, Cork County, Dallas, Texas. And my birthday is, um, 2/23/'78.

Speaker speaker_1: We have the best phone number to reach you down as 469-324-6810. Same as the one you called on?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as thomas87320@gmail.com.

Speaker speaker_2: Okay.

Speaker speaker_1: And for this purpose of the line being recorded, you said that you would like to be opt out of auto enrollment, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. You are all set. Was there anything else that we can assist you with today?

Speaker speaker_2: Could you tell me a little m- bit more? You said this a medical plan or something?

Speaker speaker_1: Yes ma'n- sir, it's a medical preventative care plan that you just declined auto enrollment from.

Speaker speaker_2: But like you say, is, is, is... So, so just say this insurance?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, okay. Okay, yeah. Okay. Well, that's it.

Speaker speaker_1: Understood. Well, I do hope you have a wonderful rest of your day, and thank you for calling Benefits 10 O'Clock today.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: All right.