

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits of the Carbon in La Francesca. How can I assist you today? Hello. Um, I was just called a job at, uh, Surge, and they said that if I wanted to opt out of, um, their insurance, I have to call this number. So I wanted to, um, opt out of the insurance. What is the last four of your Social and your last name? Uh, 7906. My last name is Hill. 7906, right? Mm-hmm. Did you just recently started working with them? Yeah. I just got... I just filled out... Got all my paperwork filled out today. So we don't have your file yet. You have two options. We can either make one, but we'll need your full Social. If you don't feel comfortable providing it on a recorded line, then I will suggest you call in throughout the week to see when we get that file from Surge. Okay. Uh, I'll probably just call back. How lo-... Do you know, have an idea how much it, it usually takes for, for the file to come out? Um, to be quite honest, not really, to be quite honest. However, um, the one part where we know for sure we'll have it is once you receive your first paycheck. With Surge staffing, their auto-enrollment doesn't go into effect immediately. Their system will put you onto the list once you get that first paycheck, and then it'll take those 30 days. At some point between those 30 days, it's when it will enroll you. Um, so you're more than welcome to call in throughout the weeks, like Mondays or Fridays or any other day, or just wait for that first paycheck and then give us a call. It's completely up to you. Okay. Um, I'll probably just, uh, just call you, try to give you guys a call back, uh... Mm-hmm. Maybe in like a week or so. Understood. So we are closed on Saturday, Sundays. And we are open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Okay. All right. Well, thank you. Uh, thank you very much. Of course. It was a pleasure. I hope you have a wonderful rest of your day. You too. Bye now. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits of the Carbon in La Francesca. How can I assist you today?

Speaker speaker_1: Hello. Um, I was just called a job at, uh, Surge, and they said that if I wanted to opt out of, um, their insurance, I have to call this number. So I wanted to, um, opt out of the insurance.

Speaker speaker_0: What is the last four of your Social and your last name?

Speaker speaker_1: Uh, 7906. My last name is Hill.

Speaker speaker_0: 7906, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Did you just recently started working with them?

Speaker speaker_1: Yeah. I just got... I just filled out... Got all my paperwork filled out today.

Speaker speaker_0: So we don't have your file yet. You have two options. We can either make one, but we'll need your full Social. If you don't feel comfortable providing it on a recorded line, then I will suggest you call in throughout the week to see when we get that file from Surge.

Speaker speaker_1: Okay. Uh, I'll probably just call back. How lo-... Do you know, have an idea how much it, it usually takes for, for the file to come out?

Speaker speaker_0: Um, to be quite honest, not really, to be quite honest. However, um, the one part where we know for sure we'll have it is once you receive your first paycheck. With Surge staffing, their auto-enrollment doesn't go into effect immediately. Their system will put you onto the list once you get that first paycheck, and then it'll take those 30 days. At some point between those 30 days, it's when it will enroll you. Um, so you're more than welcome to call in throughout the weeks, like Mondays or Fridays or any other day, or just wait for that first paycheck and then give us a call. It's completely up to you.

Speaker speaker_1: Okay. Um, I'll probably just, uh, just call you, try to give you guys a call back, uh...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Maybe in like a week or so.

Speaker speaker_0: Understood. So we are closed on Saturday, Sundays. And we are open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay. All right. Well, thank you. Uh, thank you very much.

Speaker speaker_0: Of course. It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye now.

Speaker speaker_0: Bye.