

## **Transcript: Francesca**

**Baez-6105728734511104-4976467713769472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BeneficialNoCarta. My name is Francesca. How can I assist you today? Y- yes. My name is Ronald Garrett. For some reason, uh, through my, through my employment, I have insurance with you guys. I don't, I don't need it because I have my own health insurance. Okay. So you would like to cancel it? Yes. What staffing company do you work with? Uh, Surge Staffing. What is the last four of the social? 4713. All right, and then for security purposes, could you please verify your mail, your mailing address and date of birth? My mailing address is 520 Loudontail Road, Greenville, South Carolina 29607. And my date of birth is January 16th, 1978. Uh, best contact and that's the one you're called on today ending in 6505? Yes. And lastly, I have your email down as rrg32, I mean 3628, sorry, @gmail.com. That's rrg3628@gmail.com. Yes. Right. And then for the purpose of this line being recorded, you requested to cancel coverage with Surge Staffing, correct? Yes. All right. So you are all set. Keep in mind, cancellations does take seven to 10 business days to process through. And you could experience one to two more adoption while it's being completed. As far as why you are enrolled- Okay. ... Surge has a company policy where they auto enrolls employees into a medical plan of your choosing, which is what I just answered for you. Okay. All right. Was there anything else I can assist you with today? No, ma'am. That's it. All right. Well, thank you so much for your time. Hope you have a wonderful rest of your day. Thank you. 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 BeneficialNoCarta. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Y- yes. My name is Ronald Garrett. For some reason, uh, through my, through my employment, I have insurance with you guys. I don't, I don't need it because I have my own health insurance.

Speaker speaker\_1: Okay. So you would like to cancel it?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Uh, Surge Staffing.

Speaker speaker\_1: What is the last four of the social?

Speaker speaker\_2: 4713.

Speaker speaker\_1: All right, and then for security purposes, could you please verify your mail, your mailing address and date of birth?

Speaker speaker\_2: My mailing address is 520 Loudontail Road, Greenville, South Carolina 29607. And my date of birth is January 16th, 1978.

Speaker speaker\_1: Uh, best contact and that's the one you're called on today ending in 6505?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And lastly, I have your email down as rrg32, I mean 3628, sorry, @gmail.com.

Speaker speaker\_2: That's rrg3628@gmail.com. Yes.

Speaker speaker\_1: Right. And then for the purpose of this line being recorded, you requested to cancel coverage with Surge Staffing, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So you are all set. Keep in mind, cancellations does take seven to 10 business days to process through. And you could experience one to two more adoption while it's being completed. As far as why you are enrolled-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Surge has a company policy where they auto enrolls employees into a medical plan of your choosing, which is what I just answered for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I can assist you with today?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: All right. Well, thank you so much for your time. Hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Bye-bye.