

## **Transcript: Franchesca**

**Baez-6224783521136640-5798477683802112**

### **Full Transcript**

Good morning. Thank you for calling Benefit at No Cost. Yeah, uh, I work for... Yes, uh, this is, uh, LaMarcus Davis. I was trying to, uh, call, uh, about the benefits. Uh, they told me to call to opt out the... Okay. What staffing company do you work with? Uh, Surge. Can I have the last four of your Social? 2788. Did you just start working with them? Uh, yes. I started working with them Monday. So we haven't received your file yet. We can create one but in order to do so I do need your full Social. Okay. If you do not feel comfortable providing it- Okay. ... on a recorded line, um, then the other option will be you calling throughout the week to see when we get it. Okay. It's 427- Bear with me one moment, sir. I'll have to set that up then. Okay. They ain't got our information yet so we gotta set up, uh... They, they gotta set it up so we can go ahead and, uh, do it. Excuse me? No, I was talking to someone else. Okay. You can- 'Cause we at work right now. Okay. You can go ahead with that full Social now. It's 427-652788. And you said the first name was Marcus? Yes. LaMarcus Davis. L-A-M-A-R-C-U-S D-A-V-I-S. What is the mailing address? 4784 Alran Road, Memphis, Tennessee 38118. And there is no unit or apartment number. I believe it's a home, correct? No. It's just a house. It's not a bunk. What is your date of birth? Ma'am, what you say? Yes, sir. What is your date of birth? 04.17.1989. And what will be a good contact number in the event we need to speak with you? 901-659-0262. And lastly, do you want to put an email on the account or leave no email for the time being? Uh, it's, uh, davislamarcus, all lowercase, 727@gmail.com. Okay. So davislamarcus727@gmail.com? Yes. All lowercase. Okay. Bear with me one moment. Let me make sure that the file was saved correctly. All right. So the only thing missing to opt you out is your verbal disclosure that today you would like to decline auto enrollment with Surge Staffing. Correct? Yes. So Mr. Davis, you are all set. Um, only thing I would want to advise you of is their system is gonna send you a couple of text messages, emails or calls advising you that you're gonna be auto enrolled in a plan MEC, TelaRx. You can ignore them. We already processed your declination but unfortunately since it is a computer sending those notifications, it does not have a way to filter who already declined and who hasn't. Okay. So, so, uh, you already put that I decline? I opt out. Yes, sir. Okay. Thank you. Thank you. Mm-hmm. The system might still send you the messages but you can ignore them. It just doesn't have a way to know if you already did or didn't opt out. Okay. All right. So you are all set. Was there anything else we can assist you with today? No. That'll be all. I hope you have a wonderful rest of your day and thank you for contacting Benefit at No Cost today. All right. Thanks. No problem. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefit at No Cost.

Speaker speaker\_1: Yeah, uh, I work for... Yes, uh, this is, uh, LaMarcus Davis. I was trying to, uh, call, uh, about the benefits. Uh, they told me to call to opt out the...

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: Can I have the last four of your Social?

Speaker speaker\_1: 2788.

Speaker speaker\_0: Did you just start working with them?

Speaker speaker\_1: Uh, yes. I started working with them Monday.

Speaker speaker\_0: So we haven't received your file yet. We can create one but in order to do so I do need your full Social.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you do not feel comfortable providing it-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... on a recorded line, um, then the other option will be you calling throughout the week to see when we get it.

Speaker speaker\_1: Okay. It's 427-

Speaker speaker\_0: Bear with me one moment, sir. I'll have to set that up then.

Speaker speaker\_1: Okay. They ain't got our information yet so we gotta set up, uh... They, they gotta set it up so we can go ahead and, uh, do it.

Speaker speaker\_0: Excuse me?

Speaker speaker\_1: No, I was talking to someone else.

Speaker speaker\_0: Okay. You can-

Speaker speaker\_1: 'Cause we at work right now.

Speaker speaker\_0: Okay. You can go ahead with that full Social now.

Speaker speaker\_1: It's 427-652788.

Speaker speaker\_0: And you said the first name was Marcus?

Speaker speaker\_1: Yes. LaMarcus Davis. L-A-M-A-R-C-U-S D-A-V-I-S.

Speaker speaker\_0: What is the mailing address?

Speaker speaker\_1: 4784 Alran Road, Memphis, Tennessee 38118.

Speaker speaker\_0: And there is no unit or apartment number. I believe it's a home, correct?

Speaker speaker\_1: No. It's just a house. It's not a bunk.

Speaker speaker\_0: What is your date of birth?

Speaker speaker\_1: Ma'am, what you say?

Speaker speaker\_0: Yes, sir. What is your date of birth?

Speaker speaker\_1: 04.17.1989.

Speaker speaker\_0: And what will be a good contact number in the event we need to speak with you?

Speaker speaker\_1: 901-659-0262.

Speaker speaker\_0: And lastly, do you want to put an email on the account or leave no email for the time being?

Speaker speaker\_1: Uh, it's, uh, davislamarcus, all lowercase, 727@gmail.com.

Speaker speaker\_0: Okay. So davislamarcus727@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All lowercase. Okay. Bear with me one moment. Let me make sure that the file was saved correctly. All right. So the only thing missing to opt you out is your verbal disclosure that today you would like to decline auto enrollment with Surge Staffing. Correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So Mr. Davis, you are all set. Um, only thing I would want to advise you of is their system is gonna send you a couple of text messages, emails or calls advising you that you're gonna be auto enrolled in a plan MEC, TelaRx. You can ignore them. We already processed your declination but unfortunately since it is a computer sending those notifications, it does not have a way to filter who already declined and who hasn't.

Speaker speaker\_1: Okay. So, so, uh, you already put that I decline? I opt out.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Thank you. Thank you.

Speaker speaker\_0: Mm-hmm. The system might still send you the messages but you can ignore them. It just doesn't have a way to know if you already did or didn't opt out.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker\_1: No. That'll be all.

Speaker speaker\_0: I hope you have a wonderful rest of your day and thank you for contacting Benefit at No Cost today.

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: No problem. Bye-bye.