

## **Transcript: Francesca**

**Baez-6266864074670080-4895597249609728**

### **Full Transcript**

Hello. Welcome to 10-11-13 at Francesca, how can I assist you today? Hi, I'm calling to opt out of the insurance benefits provided to me by Surge Staffing. Okay. What are the last four of your Social? I'm sorry? Yes, ma'am, what are the last four digits of your Social Security number? Uh, two-five-five-two. And the last name? Kiefer, K-I-E-F-E-R. Did you just recently apply with them? I've been working for a week now. Okay. So we have not received your file as of yet. Um, you do have the option of us either opening a file for you... Mm-hmm. Which we would need the full Social for. In the event that you do not feel comfortable doing so, then it will be calling in throughout the week to see when we'll receive that file. More than likely, if you want a certain time, it will be when you receive that first paycheck. Mm-hmm. Okay, so, like, I should call back when I get paid for the first time? If you don't want to be calling in periodically, then yes. Yeah, I mean, that's only, like, until this Friday, so I can just call you back on Friday. And is it... We're gonna be open all the way till 8:00 PM Eastern Time. Okay, that's great. Thank you. My pleasure, have a great day. You too, bye.

### **Conversation Format**

Speaker speaker\_0: Hello. Welcome to 10-11-13 at Francesca, how can I assist you today?

Speaker speaker\_1: Hi, I'm calling to opt out of the insurance benefits provided to me by Surge Staffing.

Speaker speaker\_0: Okay. What are the last four of your Social?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Yes, ma'am, what are the last four digits of your Social Security number?

Speaker speaker\_1: Uh, two-five-five-two.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Kiefer, K-I-E-F-E-R.

Speaker speaker\_0: Did you just recently apply with them?

Speaker speaker\_1: I've been working for a week now.

Speaker speaker\_0: Okay. So we have not received your file as of yet. Um, you do have the option of us either opening a file for you...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Which we would need the full Social for. In the event that you do not feel comfortable doing so, then it will be calling in throughout the week to see when we'll receive that file. More than likely, if you want a certain time, it will be when you receive that first paycheck.

Speaker speaker\_1: Mm-hmm. Okay, so, like, I should call back when I get paid for the first time?

Speaker speaker\_0: If you don't want to be calling in periodically, then yes.

Speaker speaker\_1: Yeah, I mean, that's only, like, until this Friday, so I can just call you back on Friday.

Speaker speaker\_0: And is it... We're gonna be open all the way till 8:00 PM Eastern Time.

Speaker speaker\_1: Okay, that's great. Thank you.

Speaker speaker\_0: My pleasure, have a great day.

Speaker speaker\_1: You too, bye.