

Transcript: Francesca

Baez-6543496142700544-6634598019416064

Full Transcript

Good morning. Thank you for calling Benefits in the Current. My name is Francesca. How can I assist you today? Um, yeah, I got a job with Surge and I've been auto enrolled in, uh, Teva MEC Rx. Mm-hmm. I would like to be opted out of that. Okay. What are the last four of your social and the last name? 9936 McHenry. Could you please verify your mailing address and date of birth to make sure I have located the correct account please? 900 Don Court, Apartment 32, Medina, Ohio 44256. And what else did you need? Your date of birth. Uh, 7-7-86. We have this phone number to reach you down as 234-802-6856? Yes. And lastly, I have your email down as jffyourlastname@gmail.com. Yes. Right. So they actually already enrolled you, so rather than opting you out, I'm gonna cancel it instead. Was that what you were going to do? Yeah. Oh, okay, there we go. Um, so I just need a verbal disclosure that today you'd like to cancel your current benefits with Surge Staffing, correct? Yes. All right. So I put in the request for the cancellations. Cancellations do take seven to 10 business days, so you might see one or two more deductions while it's being completed, which will mean you'll have one or two more weeks of coverage. Okay. All right. Was there anything else that we can assist you with today? No, thank you. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in the Current. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yeah, I got a job with Surge and I've been auto enrolled in, uh, Teva MEC Rx.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I would like to be opted out of that.

Speaker speaker_0: Okay. What are the last four of your social and the last name?

Speaker speaker_1: 9936 McHenry.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have located the correct account please?

Speaker speaker_1: 900 Don Court, Apartment 32, Medina, Ohio 44256. And what else did you need?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Uh, 7-7-86.

Speaker speaker_0: We have this phone number to reach you down as 234-802-6856?

Speaker speaker_1: Yes.

Speaker speaker_0: And lastly, I have your email down as jffyourlastname@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. So they actually already enrolled you, so rather than opting you out, I'm gonna cancel it instead. Was that what you were going to do?

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh, okay, there we go. Um, so I just need a verbal disclosure that today you'd like to cancel your current benefits with Surge Staffing, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I put in the request for the cancellations. Cancellations do take seven to 10 business days, so you might see one or two more deductions while it's being completed, which will mean you'll have one or two more weeks of coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else that we can assist you with today?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: All right. Bye-bye.