

## Transcript: Franchesca

**Baez-6593271199612928-5749408044072960**

### Full Transcript

Thank you for calling Benefits 10 o' Clock. May I have your name and number, please? Hello? Yes, ma'am. Can I speak to someone? Yes. Yes, ma'am. I'm calling because I don't want to be enrolled. Okay. What staffing company do you work with? Um, Surge. And what are the last four of your Social and the last name to locate your account? 3311. All right, and then I just need that last name, please. Wells. First name Crystal? Yes. All right, and Ms. Crystal, can you verify your mailing address and date of birth to make sure I'm located the right account? Yeah, at 90 Longmire. Yes, ma'am. And was that an avenue, street or lane? Uh, uh... I don't even know. I, I need to change that address. Okay. Um, in order for me to change it in my system, I will need the full address to be verified. Oh. If you're unable to do so today, then I'm just missing the date of birth to continue with the verification. All right. Verification, fine. That mean I ain't gonna get no more, uh... I'm not gonna get the, uh, I'm not gonna take money out of my check for that? All right. So in order for me to do, be able to do anything on this account, I need to verify it, ma'am. We need to finish the verification. I'm sorry. Yeah. 100 10 West 186. Thank you. I have the best number, 216-534-1890? Yes. With the email of wellscsierra at gmail.com? Yes. So actually, you don't get affected by auto-enrollment anymore. You were rehired. You worked with Surge last year, 2024. So the system only enrolls the new hires, so you won't be affected. I got a text in. I got a text from them. Yes, ma'am. That's a computer system that a human being sending it, so basically it just gets that contact list and sends those out. Unfortunately, it can't filter on that contact list who will be affected and who won't, or who will be auto-enrolled and who will not. So you can simply ignore it. Okay. So I'm not gonna have to take no money out of my check for that? That is correct, ma'am. The only way that you can have insurance with Surge is if you specifically call in and ask for it, or fill down a form. But they're not- Okay. ... enrolling you into anything. Okay. 100 10 Wells. Okay. Right. Was there anything else I can assist you with today? Uh, no. That's it. That's all I wanted to know. All right. Have a great day. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 o' Clock. May I have your name and number, please?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Can I speak to someone?

Speaker speaker\_0: Yes. Yes, ma'am.

Speaker speaker\_1: I'm calling because I don't want to be enrolled.

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

Speaker speaker\_1: Um, Surge.

Speaker speaker\_0: And what are the last four of your Social and the last name to locate your account?

Speaker speaker\_1: 3311.

Speaker speaker\_0: All right, and then I just need that last name, please.

Speaker speaker\_1: Wells.

Speaker speaker\_0: First name Crystal?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, and Ms. Crystal, can you verify your mailing address and date of birth to make sure I'm located the right account?

Speaker speaker\_1: Yeah, at 90 Longmire.

Speaker speaker\_0: Yes, ma'am. And was that an avenue, street or lane?

Speaker speaker\_1: Uh, uh... I don't even know. I, I need to change that address.

Speaker speaker\_0: Okay. Um, in order for me to change it in my system, I will need the full address to be verified.

Speaker speaker\_1: Oh.

Speaker speaker\_0: If you're unable to do so today, then I'm just missing the date of birth to continue with the verification.

Speaker speaker\_1: All right. Verification, fine. That mean I ain't gonna get no more, uh... I'm not gonna get the, uh, I'm not gonna take money out of my check for that? All right.

Speaker speaker\_0: So in order for me to do, be able to do anything on this account, I need to verify it, ma'am. We need to finish the verification. I'm sorry.

Speaker speaker\_1: Yeah. 100 10 West 186.

Speaker speaker\_0: Thank you. I have the best number, 216-534-1890?

Speaker speaker\_1: Yes.

Speaker speaker\_0: With the email of wellscsierra at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So actually, you don't get affected by auto-enrollment anymore. You were rehired. You worked with Surge last year, 2024. So the system only enrolls the new hires, so you won't be affected.

Speaker speaker\_1: I got a text in. I got a text from them.

Speaker speaker\_0: Yes, ma'am. That's a computer system that a human being sending it, so basically it just gets that contact list and sends those out. Unfortunately, it can't filter on that contact list who will be affected and who won't, or who will be auto-enrolled and who will not. So you can simply ignore it.

Speaker speaker\_1: Okay. So I'm not gonna have to take no money out of my check for that?

Speaker speaker\_0: That is correct, ma'am. The only way that you can have insurance with Surge is if you specifically call in and ask for it, or fill down a form. But they're not-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... enrolling you into anything.

Speaker speaker\_1: Okay. 100 10 Wells. Okay.

Speaker speaker\_0: Right. Was there anything else I can assist you with today?

Speaker speaker\_1: Uh, no. That's it. That's all I wanted to know.

Speaker speaker\_0: All right. Have a great day.

Speaker speaker\_1: Thank you.