

## **Transcript: Francesca**

**Baez-6598379331305472-5181777180278784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefitlional Card. Looking to speak with Mr. Kidd on behalf of Surge Staffing. This is. Yes, sir. We're calling to confirm your auto enrollment declination. You replied back to the text message today saying you do not want the medical insurance. Yeah, I don't need it. Understood. So I just needed the verbal authorization that today you would like me to decline auto enrollment and the insurance with Surge Staffing. Correct? Yes. You are all set, Mr. Kidd. The system could possibly still send you one or two more messages. Please ignore them. They're just gonna be courtesy reminders, but I did opt you out. You're not gonna be auto enrolling to anything. Okay. Thank you very much. Of course. Have a great day and thank you for your time and taking my call. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca with Benefitlional Card. Looking to speak with Mr. Kidd on behalf of Surge Staffing.

Speaker speaker\_2: This is.

Speaker speaker\_1: Yes, sir. We're calling to confirm your auto enrollment declination. You replied back to the text message today saying you do not want the medical insurance.

Speaker speaker\_2: Yeah, I don't need it.

Speaker speaker\_1: Understood. So I just needed the verbal authorization that today you would like me to decline auto enrollment and the insurance with Surge Staffing. Correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You are all set, Mr. Kidd. The system could possibly still send you one or two more messages. Please ignore them. They're just gonna be courtesy reminders, but I did opt you out. You're not gonna be auto enrolling to anything.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_1: Of course. Have a great day and thank you for your time and taking my call.

Speaker speaker\_2: Thank you.