Transcript: Franchesca Baez-6608660447412224-5560292921098240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0001. How may I help you this evening? Um, yes. I'm just calling to let y'all know that I do not need the insurance through Surge. All right, so I'll have to process that declination. What are the last four of your Social? 3284. And your last name? Washington. Can you please verify your mailing address and date of birth? Uh, 107 Middle Street, Apartment 22. Um, date of birth is 3/12/1965. We have the best phone number to reach you down as 540-294-54... I mean, 4754, sorry. Y- yes. And then, I have your email down as lastnamefirstnamenumber7@gmail.com? Yes. And for the purpose of this line being recorded, you stated you would like to decline auto enrollment due to- Yes. ... not wanting to be enrolled into coverage with Surge? Yes. All right. You are all set, Ms. Washington. The system could still send you text messages and reminders to call to decline. You can simply ignore it. It does not have a way to filter out who has and who hasn't declined. Okay. Was there anything else I can assist you with today? Mm. No, ma'am, that's all. All right. I do hope you have a wonderful rest of your day and thank you for your time today. You too. Mm. Bye. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 0001. How may I help you this evening?

Speaker speaker_2: Um, yes. I'm just calling to let y'all know that I do not need the insurance through Surge.

Speaker speaker_1: All right, so I'll have to process that declination. What are the last four of your Social?

Speaker speaker_2: 3284.

Speaker speaker_1: And your last name?

Speaker speaker_2: Washington.

Speaker speaker_1: Can you please verify your mailing address and date of birth?

Speaker speaker_2: Uh, 107 Middle Street, Apartment 22. Um, date of birth is 3/12/1965.

Speaker speaker_1: We have the best phone number to reach you down as 540-294-54... I mean, 4754, sorry.

Speaker speaker_2: Y- yes.

Speaker speaker_1: And then, I have your email down as lastnamefirstnamenumber7@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And for the purpose of this line being recorded, you stated you would like to decline auto enrollment due to-

Speaker speaker_2: Yes.

Speaker speaker_1: ... not wanting to be enrolled into coverage with Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. You are all set, Ms. Washington. The system could still send you text messages and reminders to call to decline. You can simply ignore it. It does not have a way to filter out who has and who hasn't declined.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else I can assist you with today?

Speaker speaker_2: Mm. No, ma'am, that's all.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too. Mm. Bye.

Speaker speaker_1: Bye. Bye.