

## **Transcript: Francesca**

**Baez-6669437361930240-5817179686518784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I you today? Yeah, um, I had, I was getting, like, taxed \$15 on, like, my last three paychecks for some, for medicine, insurance and something like that, and I, I ain't realize 'til my most recent paycheck. So I'm wondering how I can fix that, 'cause I, I ain't never, like, you know, sign up for that or nothing. Okay, so if it's a medical plan that taxed on, it will be deducted. What staffing company do you work with? You said what company do I work with? Yes, sir. What staffing company do you work with? Serge. It could very well be that they auto-enrolled you per their company policy. What are the last four of your Social to locate the account and see? 4115. And your last name? Glover. K. Glover? Yes, ma'am. Is that K for a middle name or is that supposed to go in front of your last name? Yeah, that's my mid- that's for my middle name. All right. Can you please verify your mailing address and date of birth for security purposes? My m- My address is 4113 Midway Road, and my date of birth is 08/03/06. I have the best phone number to reach you, 678-760-5890. Yes, ma'am. That's right. All right, and then we have your email down as your first name, the letter G, lover95@gmail.com? Yes, ma'am. That's right. So yes, they auto-enrolled you into a medical preventative care plan, um, which is what they auto-enroll the new hires for the company policy. It has been active since November 18th, 2024. Mm-hmm. Would you like me to cancel it for you? Yes, ma'am, please. All right, and then just for the purpose of this line being recorded, you said that you would like to cancel the benefits that you currently have with Surge Staffing, correct? Yes, ma'am. That's correct. Okay, I put in for the cancellation. Just keep in mind that cancellations do take seven to ten business days to process through. Okay. You could see one or two more deductions while this being completed. And then auto-enrollment won't take effect again if you get another job different than the one that you're currently on with Surge. It only takes effect when you're a new hire with them. Yes, ma'am. Thank you. Of course. It was my pleasure. Was there anything else we can assist you with today? No, ma'am. That's it. Have a great day. Thank you, too. Have a good one.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I you today?

Speaker speaker\_2: Yeah, um, I had, I was getting, like, taxed \$15 on, like, my last three paychecks for some, for medicine, insurance and something like that, and I, I ain't realize 'til my most recent paycheck. So I'm wondering how I can fix that, 'cause I, I ain't never, like, you know, sign up for that or nothing.

Speaker speaker\_1: Okay, so if it's a medical plan that taxed on, it will be deducted. What staffing company do you work with?

Speaker speaker\_2: You said what company do I work with?

Speaker speaker\_1: Yes, sir. What staffing company do you work with?

Speaker speaker\_2: Serge.

Speaker speaker\_1: It could very well be that they auto-enrolled you per their company policy. What are the last four of your Social to locate the account and see?

Speaker speaker\_2: 4115.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: Glover.

Speaker speaker\_1: K. Glover?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Is that K for a middle name or is that supposed to go in front of your last name?

Speaker speaker\_2: Yeah, that's my mid- that's for my middle name.

Speaker speaker\_1: All right. Can you please verify your mailing address and date of birth for security purposes?

Speaker speaker\_2: My m- My address is 4113 Midway Road, and my date of birth is 08/03/06.

Speaker speaker\_1: I have the best phone number to reach you, 678-760-5890.

Speaker speaker\_2: Yes, ma'am. That's right.

Speaker speaker\_1: All right, and then we have your email down as your first name, the letter G, lover95@gmail.com?

Speaker speaker\_2: Yes, ma'am. That's right.

Speaker speaker\_1: So yes, they auto-enrolled you into a medical preventative care plan, um, which is what they auto-enroll the new hires for the company policy. It has been active since November 18th, 2024.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Would you like me to cancel it for you?

Speaker speaker\_2: Yes, ma'am, please.

Speaker speaker\_1: All right, and then just for the purpose of this line being recorded, you said that you would like to cancel the benefits that you currently have with Surge Staffing, correct?

Speaker speaker\_2: Yes, ma'am. That's correct.

Speaker speaker\_1: Okay, I put in for the cancellation. Just keep in mind that cancellations do take seven to ten business days to process through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You could see one or two more deductions while this being completed. And then auto-enrollment won't take effect again if you get another job different than the one that you're currently on with Surge. It only takes effect when you're a new hire with them.

Speaker speaker\_2: Yes, ma'am. Thank you.

Speaker speaker\_1: Of course. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. That's it. Have a great day.

Speaker speaker\_1: Thank you, too. Have a good one.