

Transcript: Francesca

Baez-6683830099329024-5845352591605760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. I was told I needed to call to, um, decline the, uh, coverage for insurance. What staffing company do you work with? Uh, Surge. . What are the last four of your Social? Um, 7729. And your last name, please? Brown. For security purposes, can you verify your mailing address for me and date of birth? Uh, yes, 312 High Creek Ln, Rainsville, AL 35986. And my date of birth is 5-9-83. Do you have that phone number to reach 6-1-6-2-4-0-0-4-4-4? Um, no, that's wrong. Would you like me to- I'm sorry, what did you say? Mr. Brown, would you like me to change it? Uh, yeah, that'd be fine. Okay, which number would you like me to put down? It's 256-996-3292. Okay, and then the last thing to verify is your email, which we have down as jcbrown24@Yahoo.com? That's correct. All right, and then for the purpose of this line being recorded, you stated you would like to decline auto enrollment so that the only way you're enrolling to benefits is if you specifically asked for them. Correct? That's correct. All right, so you are all set. Um, I do see here that your personal enrollment period started last week on the 29th. Mm-hmm. So it is a possibility that our system could still send you about two or three more messages as a reminder to call us to decline. You can simply ignore them if you like. Okay. All right, was there anything else we can assist you with today? Um, that's all. All right, I do hope you have a wonderful rest of your day, sir. Thank you for your time today and calling Benefits in a Car. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, ma'am. I was told I needed to call to, um, decline the, uh, coverage for insurance.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge. .

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Um, 7729.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Brown.

Speaker speaker_1: For security purposes, can you verify your mailing address for me and date of birth?

Speaker speaker_2: Uh, yes, 312 High Creek Ln, Rainsville, AL 35986. And my date of birth is 5-9-83.

Speaker speaker_1: Do you have that phone number to reach 6-1-6-2-4-0-0-4-4-4?

Speaker speaker_2: Um, no, that's wrong.

Speaker speaker_1: Would you like me to-

Speaker speaker_2: I'm sorry, what did you say?

Speaker speaker_1: Mr. Brown, would you like me to change it?

Speaker speaker_2: Uh, yeah, that'd be fine.

Speaker speaker_1: Okay, which number would you like me to put down?

Speaker speaker_2: It's 256-996-3292.

Speaker speaker_1: Okay, and then the last thing to verify is your email, which we have down as jcbrown24@Yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, and then for the purpose of this line being recorded, you stated you would like to decline auto enrollment so that the only way you're enrolling to benefits is if you specifically asked for them. Correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, so you are all set. Um, I do see here that your personal enrollment period started last week on the 29th.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So it is a possibility that our system could still send you about two or three more messages as a reminder to call us to decline. You can simply ignore them if you like.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, was there anything else we can assist you with today?

Speaker speaker_2: Um, that's all.

Speaker speaker_1: All right, I do hope you have a wonderful rest of your day, sir. Thank you for your time today and calling Benefits in a Car.

Speaker speaker_2: You too. Thank you.