

Transcript: Francesca

Baez-6697289743777792-5200512163168256

Full Transcript

Thank you for calling Benefits 10 O'Clock. My name is Francesca. How can I assist you today? Um, I just got a, an, um, a message stating that I'm enrolled with you guys but I don't know why. Okay. Which testing company do you work with? Search. Okay. I'll have to take a look in the account to see how the enrollment came to be. What are the last four of your social? Uh, 3586. And the last name? Davis. Could you please verify the mailing address and date of birth? Um, 140 Northwood Street, Apartment 321, Sydney, Ohio. Um, date of birth, the 9th- uh, 24th of September, '99. We have that contact number down as 937-419-3382? Mm-hmm, yes, but I would like to, um, cancel, uh, whatever it is with you guys. Sure thing, and then the last thing I need to verify is the email which we have it as crd- Yes, that's the one. C-r-a-p-t- Uh-huh. ...o-v-i-v-e@gmail.com? Yes. Can you read a text message to me, ma'am? Uh, yeah. It says, "Congrats on your job with Surge. You will be auto enrolled in Mac teller recs within 30 days. Call BIC to make changes before your window closes." So ma'am, the message doesn't say that you're enrolled into anything. It says that you will be. However, you're already called to decline that on the 19. Those messages are sending to you by a system, a computer, not a human being. So it doesn't have a way- Okay. ...to filter from that contact list who already declined, but you can ignore it since you have already declined auto enrollment. Oh, okay. Okay, thank you. I wasn't sure. Have a great day. Yeah, you too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 O'Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, I just got a, an, um, a message stating that I'm enrolled with you guys but I don't know why.

Speaker speaker_0: Okay. Which testing company do you work with?

Speaker speaker_1: Search.

Speaker speaker_0: Okay. I'll have to take a look in the account to see how the enrollment came to be. What are the last four of your social?

Speaker speaker_1: Uh, 3586.

Speaker speaker_0: And the last name?

Speaker speaker_1: Davis.

Speaker speaker_0: Could you please verify the mailing address and date of birth?

Speaker speaker_1: Um, 140 Northwood Street, Apartment 321, Sydney, Ohio. Um, date of birth, the 9th- uh, 24th of September, '99.

Speaker speaker_0: We have that contact number down as 937-419-3382?

Speaker speaker_1: Mm-hmm, yes, but I would like to, um, cancel, uh, whatever it is with you guys.

Speaker speaker_0: Sure thing, and then the last thing I need to verify is the email which we have it as crd-

Speaker speaker_1: Yes, that's the one.

Speaker speaker_0: C-r-a-p-t-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ...o-v-i-v-e@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you read a text message to me, ma'am?

Speaker speaker_1: Uh, yeah. It says, "Congrats on your job with Surge. You will be auto enrolled in Mac teller recs within 30 days. Call BIC to make changes before your window closes."

Speaker speaker_0: So ma'am, the message doesn't say that you're enrolled into anything. It says that you will be. However, you're already called to decline that on the 19. Those messages are sending to you by a system, a computer, not a human being. So it doesn't have a way-

Speaker speaker_1: Okay.

Speaker speaker_0: ...to filter from that contact list who already declined, but you can ignore it since you have already declined auto enrollment.

Speaker speaker_1: Oh, okay. Okay, thank you. I wasn't sure.

Speaker speaker_0: Have a great day.

Speaker speaker_1: Yeah, you too. Bye.