

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Care. My name is Francesca. How can I assist you today? Hi. Uh, I got a text message, uh, saying, "Congrats on your job with Surge, and I will be auto-enrolled" in some MEC telERx within 30 days. What is that? Yes, ma'am. That's a Medical Preventative Care Plan. Per Surge company policy, they auto-enroll the new hires into that plan. I don't want it. Opt me out. I do not want it. No. No, don't do it. No. Okay, so we're not Surge- My name is- ... ma'am, we're just an account- My name is- Understood. We're just an account administrator. I'll be more than happy to assist you with that. Okay. What are the last four of your Social? 8244. And your last name, please? Rushon, R-U-S-H-O-N. Please verify your mailing address and date of birth to make sure we have the right account in front of us. My date of birth is 09/05/1981. Address is 1417 Spring Steel Avenue, 35903 Gadsden, Alabama. Uh, that contact same as the one you called, 422-6864? Yes, that is my cell phone. And it has email down as first and last name at gmail.com? That is correct. For the purpose of the line being recorded, you said that you would like to decline Benefits in an auto-enrollment with Surge Staffing, correct? That is correct. Right. So you are all set. Their system may still send you a couple more of those messages 'cause you're still within your 30 days of open enrollment period. You can ignore the following. It just doesn't have a way to filter who from the contact list declined and who has not. I'm sorry? Yes, ma'am. I was saying you're all set. However, Surge Staffing system is still gonna send you that text message that you received today. You're possibly still gonna get a couple more of those 'cause the system doesn't have a way to filter who has already declined and who has not. Oh, okay, so me opting out won't do it. If I push- Oh, no. ... stop to opt out will stop it? Oh, yes, yes, yes, yes. Now I know what you mean. Yes. The message itself, yes. So if you could please... I think it is Stop, that you write on it. It will stop them from being sent to you. But as far as you being enrolled into anything, as of right now, that has been stopped. The only way that you can have coverage with Surge is if you specifically called in and request it. I don't want it. I don't, I don't even, uh, do the medical system, so I- I don't need it. Okay. It serves me no purpose. Yes, ma'am. All right. So you are all set. Was there anything else we can assist you with today? No, ma'am. That was it. All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today. Thank you. You do the same. Thank you so much. Bye-bye. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Uh, I got a text message, uh, saying, "Congrats on your job with Surge, and I will be auto-enrolled" in some MEC telERx within 30 days. What is that?

Speaker speaker_0: Yes, ma'am. That's a Medical Preventative Care Plan. Per Surge company policy, they auto-enroll the new hires into that plan.

Speaker speaker_1: I don't want it. Opt me out. I do not want it. No. No, don't do it. No.

Speaker speaker_0: Okay, so we're not Surge-

Speaker speaker_1: My name is-

Speaker speaker_0: ... ma'am, we're just an account-

Speaker speaker_1: My name is-

Speaker speaker_0: Understood. We're just an account administrator. I'll be more than happy to assist you with that.

Speaker speaker_1: Okay.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 8244.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Rushon, R-U-S-H-O-N.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure we have the right account in front of us.

Speaker speaker_1: My date of birth is 09/05/1981. Address is 1417 Spring Steel Avenue, 35903 Gadsden, Alabama.

Speaker speaker_0: Uh, that contact same as the one you called, 422-6864?

Speaker speaker_1: Yes, that is my cell phone.

Speaker speaker_0: And it has email down as first and last name at gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: For the purpose of the line being recorded, you said that you would like to decline Benefits in an auto-enrollment with Surge Staffing, correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: Right. So you are all set. Their system may still send you a couple more of those messages 'cause you're still within your 30 days of open enrollment period. You can ignore the following. It just doesn't have a way to filter who from the contact list declined and who has not.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, ma'am. I was saying you're all set. However, Surge Staffing system is still gonna send you that text message that you received today. You're possibly still gonna get a couple more of those 'cause the system doesn't have a way to filter who has already declined and who has not.

Speaker speaker_1: Oh, okay, so me opting out won't do it. If I push-

Speaker speaker_0: Oh, no.

Speaker speaker_1: ... stop to opt out will stop it?

Speaker speaker_0: Oh, yes, yes, yes, yes. Now I know what you mean. Yes. The message itself, yes. So if you could please... I think it is Stop, that you write on it. It will stop them from being sent to you. But as far as you being enrolled into anything, as of right now, that has been stopped. The only way that you can have coverage with Surge is if you specifically called in and request it.

Speaker speaker_1: I don't want it. I don't, I don't even, uh, do the medical system, so I- I don't need it.

Speaker speaker_0: Okay.

Speaker speaker_1: It serves me no purpose. Yes, ma'am.

Speaker speaker_0: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That was it.

Speaker speaker_0: All right. It was a pleasure speaking with you. I hope you have a wonderful rest of your day today.

Speaker speaker_1: Thank you. You do the same. Thank you so much. Bye-bye.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.