

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Uh, I would like to cancel my benefits. Okay, what staffing company do you work with? Uh, Elwood. Or not- Elwood, is that... not Elwood, but Surge. Surge, okay, and the last four of your social? 6844. All right, your first and last name? David Hensley. Thank you, Mr. Hensley, could you verify your address and your date of birth for me please? 4863 North Wars Arrow Road, April 3rd, '96. And the rest of the address, the city, state and zip? Uh, Austin, Indiana 47102. Thank you. Phone number we have is 812-595-9787, is that correct? Correct. All right, let's see here. Okay, I do see here the pending automatic enrollment into the NEC plan. I'll go ahead and start a cancellation on that. Um, just be aware that because it did process long enough to be considered a pending enrollment, um, it's possible that you may still see one deduction for the plan. If you do, that should be the only one you see, um, cover- providing that one week of coverage, but you shouldn't see any others past that. Well, they said I ain't covered at all yet and the coverage won't start till Monday. Yes, sir. So if, if, uh, so we do see here that a deduction did happen, meaning that you would have coverage starting next week on the 4th through the following Sunday on the 10th. Um, but canceling the policy at this time does mean that that should be the only deduction you see. Okay. Was there anything else? So I can't get that... I can't get that \$15 back either, can I? No, sir. Okay, but if there's any more cancela- if there's any more deductions took out, I should get it back, right? Uh, if any, if any happen after this, then yes, because based on what I'm seeing here, this should on- be the only deduction you see. Um, if you see any further past that, yeah, just give us a call and we'll look into it. All right, can you put a note on that for me? Yes, sir. Anything else? No, thank you. All right, thanks again for calling and have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, I would like to cancel my benefits.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Uh, Elwood. Or not-

Speaker speaker_1: Elwood, is that-

Speaker speaker_2: ... not Elwood, but Surge.

Speaker speaker_1: Surge, okay, and the last four of your social?

Speaker speaker_2: 6844.

Speaker speaker_1: All right, your first and last name?

Speaker speaker_2: David Hensley.

Speaker speaker_1: Thank you, Mr. Hensley, could you verify your address and your date of birth for me please?

Speaker speaker_2: 4863 North Wars Arrow Road, April 3rd, '96.

Speaker speaker_1: And the rest of the address, the city, state and zip?

Speaker speaker_2: Uh, Austin, Indiana 47102.

Speaker speaker_1: Thank you. Phone number we have is 812-595-9787, is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right, let's see here. Okay, I do see here the pending automatic enrollment into the NEC plan. I'll go ahead and start a cancellation on that. Um, just be aware that because it did process long enough to be considered a pending enrollment, um, it's possible that you may still see one deduction for the plan. If you do, that should be the only one you see, um, cover- providing that one week of coverage, but you shouldn't see any others past that.

Speaker speaker_2: Well, they said I ain't covered at all yet and the coverage won't start till Monday.

Speaker speaker_1: Yes, sir. So if, if, uh, so we do see here that a deduction did happen, meaning that you would have coverage starting next week on the 4th through the following Sunday on the 10th. Um, but canceling the policy at this time does mean that that should be the only deduction you see.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: So I can't get that... I can't get that \$15 back either, can I?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay, but if there's any more cancela- if there's any more deductions took out, I should get it back, right?

Speaker speaker_1: Uh, if any, if any happen after this, then yes, because based on what I'm seeing here, this should on- be the only deduction you see. Um, if you see any further past that, yeah, just give us a call and we'll look into it.

Speaker speaker_2: All right, can you put a note on that for me?

Speaker speaker_1: Yes, sir. Anything else?

Speaker speaker_2: No, thank you.

Speaker speaker_1: All right, thanks again for calling and have a good day.