

Transcript: Chris Sofield

(deactivated)-4773460366639104-6524515077111808

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? Oh, hey- hey, I was coming in to see you man, uh, I'm not trying to be on the Medicare thing. Okay, um, you're trying to opt out of insurance? Yeah, uh, uh, yeah- Okay. ...because of- because of the, uh, uh, I got in a employ- uh, for the Surge. Okay, Surge Staffing? Okay, yeah, we can opt you out of that. Yeah. What's the last four of your Social? Uh, last four? Yes, the last four- Or- ...of your Social. 6227. And your first and last name? Hernandez, Ubaldo. Your- your first name is Hernandez, your last name's Ubaldo? No, no, Ubaldo the first name and then Hernandez the last name, last name. Okay. Okay, thank you. Can you please verify your address and date of birth? Okay. 9901 Golden Road, 75217, 30809, 2001. And what city and state is that address, sir? Dallas, Texas. Thank you. We have a phone number on file of 214-916-9394. W- well, I got a new number now. Okay, what's the new number? It's 204... Uh, give me a second... Uh, 4518102. Thank you. All right, yeah, s- we can go ahead and s- uh, start a cancellation on the automatic enrollment they've put you in. Just be aware- Mm-hmm. ...cancellation does take one to two weeks to fully process. It, um, it's got to go back through Surge's payroll teams. During this timeframe- Mm-hmm. ...you may still see one or two more deductions providing one or two final weeks of coverage, but you would not see any more than two at the most. Okay, thank you. You're welcome. Anything else? No, that'd be it. Thanks. You're welcome. Thanks 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: Oh, hey- hey, I was coming in to see you man, uh, I'm not trying to be on the Medicare thing.

Speaker speaker_1: Okay, um, you're trying to opt out of insurance?

Speaker speaker_2: Yeah, uh, uh, yeah-

Speaker speaker_1: Okay.

Speaker speaker_2: ...because of- because of the, uh, uh, I got in a employ- uh, for the Surge.

Speaker speaker_1: Okay, Surge Staffing? Okay, yeah, we can opt you out of that.

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Uh, last four?

Speaker speaker_1: Yes, the last four-

Speaker speaker_2: Or-

Speaker speaker_1: ...of your Social.

Speaker speaker_2: 6227.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Hernandez, Ubaldo.

Speaker speaker_1: Your- your first name is Hernandez, your last name's Ubaldo?

Speaker speaker_2: No, no, Ubaldo the first name and then Hernandez the last name, last name.

Speaker speaker_1: Okay. Okay, thank you. Can you please verify your address and date of birth?

Speaker speaker_2: Okay. 9901 Golden Road, 75217, 30809, 2001.

Speaker speaker_1: And what city and state is that address, sir?

Speaker speaker_2: Dallas, Texas.

Speaker speaker_1: Thank you. We have a phone number on file of 214-916-9394.

Speaker speaker_2: W- well, I got a new number now.

Speaker speaker_1: Okay, what's the new number?

Speaker speaker_2: It's 204... Uh, give me a second... Uh, 4518102.

Speaker speaker_1: Thank you. All right, yeah, s- we can go ahead and s- uh, start a cancellation on the automatic enrollment they've put you in. Just be aware-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ...cancellation does take one to two weeks to fully process. It, um, it's got to go back through Surge's payroll teams. During this timeframe-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ...you may still see one or two more deductions providing one or two final weeks of coverage, but you would not see any more than two at the most.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that'd be it. Thanks.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.