

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 on a Card, this is Chris. How can I help you today? Hey, I was just calling to, um, to cancel or decline this, um, this card. Okay. What staffing company do you work with? Uh, I'm, I'm applying for Surge Staffing and it's making me not say no, and it's, it's demanded me, which is, I don't like that, but I don't know, but it's demanding me to call this 1-800 number, and I don't want it at all. But it's not giving us ultimatum, but it's having us call, which disrupt the, the, uh, the application process. I think something needs to be done about that. That's my personal opinion, because it's making me alter the application to call you guys to decline something that I don't want to even enroll into. Okay, sir. I definitely understand. However, that is Surge's application process, and we are not Surge, so any th- anything relating to that would need to be brought up to them. All I can do is create your file in our system so that when Surge d- uh, Surge sends anything over, our system already recognizes that you have opted out of the insurance. Okay. That is going to require me getting some information from you. Okay. Um, but seeing as how you are a brand new hire, I will need to fully create a file, which is going to require your full Social at this time. And that's what I'm saying, I don't know, you said that they, they created this, or this company created this? Which one created it- We'll get back with you. ... because I need to, I need to complain about this, because I'm trying to start something, and it's like, it alternated my whole process of applying for. Okay. So, the application process itself and the automatic enrollment process into insurance is a Surge policy. However, the enrollment itself is handled by our company based off of information and files that Surge sends to us. So, in order to opt you out of that, we need to already have it in our system that you have declined. That way, when Surge sends those files over, they're, nothing happens- Okay. Which is going to require us creating a, uh, s- a file on our system, which is going to require that information. Right. And I understand that, too. And it's nothing against you. But what, what it is is that as a, as a, as a p- person on my side, it don't give me the no. It all, it, it automatically, I have to say yes, and then call this 1-800 number, which I'm calling you to say no, which that is, is, totally no, no, you know, it don't make sense at all. Totally don't make no sense to call, to, to stop what I'm doing to call you guys to say no, when they should have a no button on there, because I don't want it anyway. Okay. And that- And like I said, I don't want to go through this anyway to even do something that I don't even want it anyway. Do that, do that make sense also? Yes, sir. I, I understand what you're getting at- Yeah, however, no one in our company is going to have the power to do anything about that, as that's all through Surge. All we can do is set it up to where the automatic enrollment process doesn't happen. Okay, well, then go on and do it, then. They just, that's, wow, that's crazy, man. Th- it's totally crazy. But yeah- we can go on and do it because I don't, I don't, you know, I'm, I want to continue the process with them, but then they make me not even

want to do the process with them, just simply because of this. All right, sir. So, again, to create your file, I am going to need some information from you starting with your full Social Security number at this time. Shit, I don't even want to do it. I'm sorry. I, I, that's okay. I'm not even going to do it anyway, man. It, it just, totally just, it's just a waste of time. Sorry, man. I don't, I'm not going to do it. I'm going to find something else. All right. Just be aware that if you do start working through Surge and this, and this is not done, then they may automatically enroll you into that insurance. Okay, well, that's good, because I'm not going to work for them, just simply because they got this, this, this thing set up like this. This, this is, this is unacceptable. Thank you, though. All right. Thank you. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hey, I was just calling to, um, to cancel or decline this, um, this card.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, I'm, I'm applying for Surge Staffing and it's making me not say no, and it's, it's demanded me, which is, I don't like that, but I don't know, but it's demanding me to call this 1-800 number, and I don't want it at all. But it's not giving us ultimatum, but it's having us call, which disrupt the, the, uh, the application process. I think something needs to be done about that. That's my personal opinion, because it's making me alter the application to call you guys to decline something that I don't want to even enroll into.

Speaker speaker_1: Okay, sir. I definitely understand. However, that is Surge's application process, and we are not Surge, so any th- anything relating to that would need to be brought up to them. All I can do is create your file in our system so that when Surge d- uh, Surge sends anything over, our system already recognizes that you have opted out of the insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: That is going to require me getting some information from you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but seeing as how you are a brand new hire, I will need to fully create a file, which is going to require your full Social at this time.

Speaker speaker_2: And that's what I'm saying, I don't know, you said that they, they created this, or this company created this? Which one created it-

Speaker speaker_1: We'll get back with you.

Speaker speaker_2: ... because I need to, I need to complain about this, because I'm trying to start something, and it's like, it alternated my whole process of applying for.

Speaker speaker_1: Okay. So, the application process itself and the automatic enrollment process into insurance is a Surge policy. However, the enrollment itself is handled by our company based off of information and files that Surge sends to us. So, in order to opt you out of that, we need to already have it in our system that you have declined. That way, when Surge sends those files over, they're, nothing happens-

Speaker speaker_2: Okay.

Speaker speaker_1: Which is going to require us creating a, uh, s- a file on our system, which is going to require that information.

Speaker speaker_2: Right. And I understand that, too. And it's nothing against you. But what, what it is is that as a, as a, as a p- person on my side, it don't give me the no. It all, it, it automatically, I have to say yes, and then call this 1-800 number, which I'm calling you to say no, which that is, is, totally no, no, you know, it don't make sense at all. Totally don't make no sense to call, to, to stop what I'm doing to call you guys to say no, when they should have a no button on there, because I don't want it anyway.

Speaker speaker_1: Okay. And that-

Speaker speaker_2: And like I said, I don't want to go through this anyway to even do something that I don't even want it anyway. Do that, do that make sense also?

Speaker speaker_1: Yes, sir. I, I understand what you're getting at-

Speaker speaker_2: Yeah, .

Speaker speaker_1: ... however, no one in our company is going to have the power to do anything about that, as that's all through Surge. All we can do is set it up to where the automatic enrollment process doesn't happen.

Speaker speaker_2: Okay, well, then go on and do it, then. They just, that's, wow, that's crazy, man. Th- it's totally crazy. But yeah-

Speaker speaker_1: .

Speaker speaker_2: ... we can go on and do it because I don't, I don't, you know, I'm, I want to continue the process with them, but then they make me not even want to do the process with them, just simply because of this.

Speaker speaker_1: All right, sir. So, again, to create your file, I am going to need some information from you starting with your full Social Security number at this time.

Speaker speaker_2: Shit, I don't even want to do it. I'm sorry. I, I, that's okay. I'm not even going to do it anyway, man. It, it just, totally just, it's just a waste of time. Sorry, man. I don't, I'm not going to do it. I'm going to find something else.

Speaker speaker_1: All right. Just be aware that if you do start working through Surge and this, and this is not done, then they may automatically enroll you into that insurance.

Speaker speaker_2: Okay, well, that's good, because I'm not going to work for them, just simply because they got this, this, this thing set up like this. This, this is, this is unacceptable. Thank you, though.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Have a good day.