

Transcript: Chris Sofield

(deactivated)-6440178882658304-5584545027407872

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? Yeah. I didn't know I got enrolled with this insurance 'cause I already have my own health insurance. How do I drop this? Okay. What staffing company do you work with? Uh, Surge. And the last four of your social? 9771. Got it. Your first and last name? Uh, David Gilley. All right. Mr. Gilley, could you verify your address and your date of birth for me? Uh, 70 County Road 356, Bridgeport, Alabama, 35740. Date of birth is 3/17/1967. Thank you. So on our file of 256-663-0416, is that correct? That's correct. Okay. So yeah, it looks like, um... It looks like this was an automatic enrollment that Surge did as they do with all of their new hires. Uh, they should have informed you about this. If they didn't, you might want to speak with them. Um, but I'll go ahead and- Well, I did inform them and they told me not to worry about it. That's all I told them 'cause I got the, uh, email and they said all this and that to not worry about it. I mean... Hmm. Okay. Because yeah, they should have told you to get in contact with us to opt out of it so it would not... so you would not get enrolled. Um- Right. They didn't. Right. I would, I would definitely discuss that with them. Um, I can go ahead and start a cancellation process for you. Just be aware that normally cancellation process does take one to two weeks to fully process. It's got to go through Surge's payroll team as well. During this timeframe, you may, you may see one or two deductions providing one or two final weeks of coverage, but you shouldn't see any more than two at the most, if you see any at all. Um, but other than that, that's pretty much how the cancellation goes. Uh, was there anything else I can help with? No, that's it and I really appreciate you for your help. Yeah. I asked them about it and they... Trust me that company, it's... Like one day they wasn't my check, automatically go on my checking account, spoke to them, they said it's took care of. About four days later, I had to call them back again, then finally got my check and then it all took care of. It's haywire. But yeah, that's it. I appreciate it. No problem. Thanks again for calling and have a good day. Hey, you too. Bye-bye. Bye now. Yeah, he said they should have told- ... me, they should, uh, tell me 'cause we get a lot of phone calls from them. I know what they said not to worry about anything. They should also went over that the day they hired me.

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: Yeah. I didn't know I got enrolled with this insurance 'cause I already have my own health insurance. How do I drop this?

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

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9771.

Speaker speaker_1: Got it. Your first and last name?

Speaker speaker_2: Uh, David Gilley.

Speaker speaker_1: All right. Mr. Gilley, could you verify your address and your date of birth for me?

Speaker speaker_2: Uh, 70 County Road 356, Bridgeport, Alabama, 35740. Date of birth is 3/17/1967.

Speaker speaker_1: Thank you. So on our file of 256-663-0416, is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So yeah, it looks like, um... It looks like this was an automatic enrollment that Surge did as they do with all of their new hires. Uh, they should have informed you about this. If they didn't, you might want to speak with them. Um, but I'll go ahead and-

Speaker speaker_2: Well, I did inform them and they told me not to worry about it. That's all I told them 'cause I got the, uh, email and they said all this and that to not worry about it. I mean...

Speaker speaker_1: Hmm. Okay. Because yeah, they should have told you to get in contact with us to opt out of it so it would not... so you would not get enrolled. Um-

Speaker speaker_2: Right. They didn't.

Speaker speaker_1: Right. I would, I would definitely discuss that with them. Um, I can go ahead and start a cancellation process for you. Just be aware that normally cancellation process does take one to two weeks to fully process. It's got to go through Surge's payroll team as well. During this timeframe, you may, you may see one or two deductions providing one or two final weeks of coverage, but you shouldn't see any more than two at the most, if you see any at all. Um, but other than that, that's pretty much how the cancellation goes. Uh, was there anything else I can help with?

Speaker speaker_2: No, that's it and I really appreciate you for your help. Yeah. I asked them about it and they... Trust me that company, it's... Like one day they wasn't my check, automatically go on my checking account, spoke to them, they said it's took care of. About four days later, I had to call them back again, then finally got my check and then it all took care of. It's haywire. But yeah, that's it. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling and have a good day.

Speaker speaker_2: Hey, you too. Bye-bye.

Speaker speaker_1: Bye now.

Speaker speaker_2: Yeah, he said they should have told- ... me, they should, uh, tell me 'cause we get a lot of phone calls from them. I know what they said not to worry about anything. They should also went over that the day they hired me.