

Transcript: Estefania

Acevedo-4514659635773440-5061013013479424

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock. My name is Stephanie. How can I assist you? Yes, Stephanie. My name's Tamica Brown. I was calling because I work for Surge, and they've been taking out money out of my check for insurance. And I didn't sign up for any insurance. I would like to get that canceled. Okay. Yeah, I can help you with that. Um, what- Okay. What are the last four of your Social? 0554. And then you said it was Brown, the last name. Correct? Brown. B-R-O-W-N. Yes, correct. And then for security purposes, could you please supply your address as well as your date of birth for me? 1220... I'm at 12/27/1981 2515 Northeast East Expressway, Apartment K16, Atlanta, Georgia 30345. Okay. Thank you. Is your phone number still the 77... I'm sorry. 757-574- Mm-hmm. 3117. Uh, uh, uh, my number is 770-342-8595. Okay. Thank you. I went ahead and updated that. And then I have your first name, 624@gmail.com. Is that correct? No. Okay. What's the- My email is C-A-R-R-P-A-M-M-Y 596@gmail.com. All right. That has been updated. Thank you. So for security purp... I'm sorry. Um, due to the fact that the call has been recorded, you stated that you wanted- Mm-hmm. ... to cancel your coverage. Is that correct? That is correct. Okay. Um, I do want to advise that it does take seven to 10 business days for the cancellations to process. So you still may experience one or two deductions, but it shouldn't pass two. But I'ma go ahead and answer- Would I get that money back that I deducted? No, ma'am. So unfortunately, we don't do refunds. No, I, that didn't, um... I didn't subscribe to any, um, or sign any papers. Yeah. So Surge Staffing is one of the staffing agencies that do auto enroll their members into a preventative plan. Um, they typically give their members 30 days from the day that they receive their first check to opt out from these benefits before being enrolled. Some staffing agencies- But they- ... don't do the auto enroll, but some do, and Surge is one of them. And since we're just a staffing agency- Okay. I understand that. I understand that, but they, they didn't tell me that when I, um, when I was hired. Yeah. Unfortunately, we don't... Since we're just a staffing ag... I'm sorry. Since we're just a healthcare administrators, we unfortunately- Hmm. ... don't have control, um- Over that. Okay. ... over that. All right. That's fine. I'm sorry. Um, but I am gonna go ahead and cancel your coverage. Okay? Mm-hmm. And like I said, you may experience just one, but there's a possibility that you may experience two. So hopefully it's only one deduction after the cancellation. Um, but if you wish- Okay. ... I can go ahead and cancel your coverage. Yes. Please, do. Okay. All right. I went ahead and did your cancellation. Did you have any questions for me? No. You, um, you helped me out a lot. Thank you. Okay. Well, thank you. I hope you have a great day. All right. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10 o'clock. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, Stephanie. My name's Tamica Brown. I was calling because I work for Surge, and they've been taking out money out of my check for insurance. And I didn't sign up for any insurance. I would like to get that canceled.

Speaker speaker_1: Okay. Yeah, I can help you with that. Um, what-

Speaker speaker_2: Okay.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 0554.

Speaker speaker_1: And then you said it was Brown, the last name. Correct?

Speaker speaker_2: Brown. B-R-O-W-N. Yes, correct.

Speaker speaker_1: And then for security purposes, could you please supply your address as well as your date of birth for me?

Speaker speaker_2: 1220... I'm at 12/27/1981 2515 Northeast East Expressway, Apartment K16, Atlanta, Georgia 30345.

Speaker speaker_1: Okay. Thank you. Is your phone number still the 77... I'm sorry. 757-574-Mm-hmm. 3117.

Speaker speaker_2: Uh, uh, uh, my number is 770-342-8595.

Speaker speaker_1: Okay. Thank you. I went ahead and updated that. And then I have your first name, 624@gmail.com. Is that correct?

Speaker speaker_2: No.

Speaker speaker_1: Okay. What's the-

Speaker speaker_2: My email is C-A-R-R-P-A-M-M-Y 596@gmail.com.

Speaker speaker_1: All right. That has been updated.

Speaker speaker_2: Thank you.

Speaker speaker_1: So for security purp... I'm sorry. Um, due to the fact that the call has been recorded, you stated that you wanted-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to cancel your coverage. Is that correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. Um, I do want to advise that it does take seven to 10 business days for the cancellations to process. So you still may experience one or two deductions, but it shouldn't pass two. But I'ma go ahead and answer-

Speaker speaker_2: Would I get that money back that I deducted?

Speaker speaker_1: No, ma'am. So unfortunately, we don't do refunds.

Speaker speaker_2: No, I, that didn't, um... I didn't subscribe to any, um, or sign any papers.

Speaker speaker_1: Yeah. So Surge Staffing is one of the staffing agencies that do auto enroll their members into a preventative plan. Um, they typically give their members 30 days from the day that they receive their first check to opt out from these benefits before being enrolled. Some staffing agencies-

Speaker speaker_2: But they-

Speaker speaker_1: ... don't do the auto enroll, but some do, and Surge is one of them. And since we're just a staffing agency-

Speaker speaker_2: Okay. I understand that. I understand that, but they, they didn't tell me that when I, um, when I was hired.

Speaker speaker_1: Yeah. Unfortunately, we don't... Since we're just a staffing ag... I'm sorry. Since we're just a healthcare administrators, we unfortunately-

Speaker speaker_2: Hmm.

Speaker speaker_1: ... don't have control, um-

Speaker speaker_2: Over that. Okay.

Speaker speaker_1: ... over that.

Speaker speaker_2: All right. That's fine.

Speaker speaker_1: I'm sorry. Um, but I am gonna go ahead and cancel your coverage. Okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And like I said, you may experience just one, but there's a possibility that you may experience two. So hopefully it's only one deduction after the cancellation. Um, but if you wish-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I can go ahead and cancel your coverage.

Speaker speaker_2: Yes. Please, do.

Speaker speaker_1: Okay. All right. I went ahead and did your cancellation. Did you have any questions for me?

Speaker speaker_2: No. You, um, you helped me out a lot. Thank you.

Speaker speaker_1: Okay. Well, thank you. I hope you have a great day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye.