

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi. Uh, this is Austin Ooten with, uh, Surge. Um, I'm trying to cancel my benefits, my health benefits. Okay. Yeah, I can help you with that. Um, what is the last four- Okay. ... of your Social? Uh, 2042. Thank you.... You said your name was Austin? Yes, A-U-S-T-I-N. And then what was your last name? Uh, Ooten, O-O-T-E-N. I know that's a little weird. So we still haven't received your information. How long have you been with Surge? Um, I want to say just over a l- a month, maybe a little bit more. But they have been taking out... Uh, I think I just received, uh, a bill for it, maybe- Which- ... just recently, like maybe last week. What does it say? Like, did it... What, what did the, um, deduction say? Uh, I- I'm gonna have to go look. I believe it was for, like, health, uh, something to do with... Let me look real quick so I'm not giving you the wrong information. And then, and you said that was 2042, the last four? Yes. Okay. So either I can do... So I don't see your file. Can you give me one second? Let me make sure. Yeah. Okay. Yeah. So I don't see you in our files, so I can go ahead and create one. Okay. But for that, I would- Okay. ... need your full, like, Social and your full address and all that information. Okay. Um, I mean, I'm okay with giving that if it will cancel it just outright and I don't have to, you know, be charged for that. So, usually cancellations take seven to 10 days to process. If you already experienced a deduction, you may still experience- Mm-hmm. ... one or two. But I would be able to go ahead and, um, stop that, like cancel your coverage- Okay. ... and opting out and stuff. Okay. That's why I asked, um, what did the deduction say, because if you have coverage with you... with us, I would, I should be able to find me you. But, um- You what? If you could go ahead and give me your Social. Okay. Um, I just had it. Um, are you ready? Yes, sir. Okay. Uh, 289- Mm-hmm. ... 08 2042. Oh, actually I did find you. Thank you for that. Um, for security purposes, could you please verify your address as well as your date of birth for me? Yeah. Uh, 11450 Main Street, Southville, Ohio. Okay. Thank you. And then your date of birth for me? Uh, 09-14-2003. Thank you. Is your phone number still the 740-993-9343? Uh, that is my mom's, so that will work. Yes. Okay. And then I have peggyooten@gmail.com as an email file. Yes. Okay. Yes. That is a more reliable one that is my mom's. Okay. All right. Give me one second. She checks hers more than I check mine. Okay. Are, are you sure that they went ahead and did those deductions? Um, because I don't see that you have any active coverage, but I went ahead and canceled that pending coverage that you were gonna have. Okay. And I also went ahead and opted you out from the auto-enroll that they normally did. Okay. So I went ahead and declined the coverage. Okay. Uh, that is what I want to do. Um, m- she did... My mom did tell me that, uh, I got a charge. Mm-hmm. Um, so I, I didn't see it, to be 100% with you. Okay. So- Uh, but she said that... Go ahead. So I would double check your pay stubs just to make- Mm-hmm. ... just to make sure, because on my end, I don't see that you

had any active coverage at all. Okay. Um, but I went ahead... You did have a pending enrollment, but that would be for like what they auto-enroll you in. But I went ahead- Right. ... and declined that for you. So you're welcome to give us a call if you do indeed see that deduction and then- Okay. ... we can open an investigation. But like I said, on my end, I just declined your coverage. Okay. There wasn't anything to cancel. A- as long as, uh, like, it... I just don't get coverage for it, 'cause I already have, uh, health insurance, I'm okay with that. Okay. Yeah. I went ahead and opted you out from, um, getting auto-enrolled. So yeah, I did do the declination. But like I- Okay. ... said, um, I would check just to s- just so that you're sure. Um, but like- Okay. ... I said on my end, I didn't cancel anything. I just opted you out, because there wasn't anything- Okay. ... to cancel. Okay. Okay. I, I really appreciate it. You're welcome. Um, do you have any more questions, though? No. Uh, as long as I'm opted out and everything's been canceled- Mm-hmm. ... and you're not seeing anything on your end. Yes, sir. Mm-hmm. Okay. Thank you so much. You're welcome. Have a nice day. You too. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Uh, this is Austin Ooten with, uh, Surge. Um, I'm trying to cancel my benefits, my health benefits.

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

Speaker speaker_2: Okay.

Speaker speaker_1: ... of your Social?

Speaker speaker_2: Uh, 2042.

Speaker speaker_1: Thank you.... You said your name was Austin?

Speaker speaker_2: Yes, A-U-S-T-I-N.

Speaker speaker_1: And then what was your last name?

Speaker speaker_2: Uh, Ooten, O-O-T-E-N. I know that's a little weird.

Speaker speaker_1: So we still haven't received your information. How long have you been with Surge?

Speaker speaker_2: Um, I want to say just over a I- a month, maybe a little bit more. But they have been taking out... Uh, I think I just received, uh, a bill for it, maybe-

Speaker speaker_1: Which-

Speaker speaker_2: ... just recently, like maybe last week.

Speaker speaker_1: What does it say? Like, did it... What, what did the, um, deduction say?

Speaker speaker_2: Uh, I- I'm gonna have to go look. I believe it was for, like, health, uh, something to do with... Let me look real quick so I'm not giving you the wrong information.

Speaker speaker_1: And then, and you said that was 2042, the last four?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So either I can do... So I don't see your file. Can you give me one second? Let me make sure.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: Yeah. So I don't see you in our files, so I can go ahead and create one.

Speaker speaker_2: Okay.

Speaker speaker_1: But for that, I would-

Speaker speaker_2: Okay.

Speaker speaker_1: ... need your full, like, Social and your full address and all that information.

Speaker speaker_2: Okay. Um, I mean, I'm okay with giving that if it will cancel it just outright and I don't have to, you know, be charged for that.

Speaker speaker_1: So, usually cancellations take seven to 10 days to process. If you already experienced a deduction, you may still experience-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... one or two. But I would be able to go ahead and, um, stop that, like cancel your coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and opting out and stuff.

Speaker speaker_2: Okay.

Speaker speaker_1: That's why I asked, um, what did the deduction say, because if you have coverage with you... with us, I would, I should be able to find me you. But, um-

Speaker speaker_2: You what?

Speaker speaker_1: If you could go ahead and give me your Social.

Speaker speaker_2: Okay. Um, I just had it. Um, are you ready?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Uh, 289-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 08 2042.

Speaker speaker_1: Oh, actually I did find you. Thank you for that. Um, for security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_2: Yeah. Uh, 11450 Main Street, Southville, Ohio.

Speaker speaker_1: Okay. Thank you. And then your date of birth for me?

Speaker speaker_2: Uh, 09-14-2003.

Speaker speaker_1: Thank you. Is your phone number still the 740-993-9343?

Speaker speaker_2: Uh, that is my mom's, so that will work. Yes.

Speaker speaker_1: Okay. And then I have peggyiooten@gmail.com as an email file.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes. That is a more reliable one that is my mom's.

Speaker speaker_1: Okay. All right. Give me one second.

Speaker speaker_2: She checks hers more than I check mine.

Speaker speaker_1: Okay. Are, are you sure that they went ahead and did those deductions? Um, because I don't see that you have any active coverage, but I went ahead and canceled that pending coverage that you were gonna have.

Speaker speaker_2: Okay.

Speaker speaker_1: And I also went ahead and opted you out from the auto-enroll that they normally did.

Speaker speaker_2: Okay.

Speaker speaker_1: So I went ahead and declined the coverage.

Speaker speaker_2: Okay. Uh, that is what I want to do. Um, m- she did... My mom did tell me that, uh, I got a charge.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, so I, I didn't see it, to be 100% with you.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Uh, but she said that... Go ahead.

Speaker speaker_1: So I would double check your pay stubs just to make-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... just to make sure, because on my end, I don't see that you had any active coverage at all.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I went ahead... You did have a pending enrollment, but that would be for like what they auto-enroll you in. But I went ahead-

Speaker speaker_2: Right.

Speaker speaker_1: ... and declined that for you. So you're welcome to give us a call if you do indeed see that deduction and then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we can open an investigation. But like I said, on my end, I just declined your coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: There wasn't anything to cancel.

Speaker speaker_2: A- as long as, uh, like, it... I just don't get coverage for it, 'cause I already have, uh, health insurance, I'm okay with that.

Speaker speaker_1: Okay. Yeah. I went ahead and opted you out from, um, getting auto-enrolled. So yeah, I did do the declination. But like I-

Speaker speaker_2: Okay.

Speaker speaker_1: ... said, um, I would check just to s- just so that you're sure. Um, but like-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I said on my end, I didn't cancel anything. I just opted you out, because there wasn't anything-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to cancel.

Speaker speaker_2: Okay. Okay. I, I really appreciate it.

Speaker speaker_1: You're welcome. Um, do you have any more questions, though?

Speaker speaker_2: No. Uh, as long as I'm opted out and everything's been canceled-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and you're not seeing anything on your end.

Speaker speaker_1: Yes, sir. Mm-hmm.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. You too.