

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Um, I just wonder why you guys are taking money out of my paychecks. Okay. 'Cause I never signed up for anything from you guys. So... So we're the healthcare administrators for staff and agencies. There's some agencies that do auto-enroll their members into certain plans, so if you don't opt out of those plans, they do auto-enroll you. They give you 30 days from the day that you receive your first check to opt out. Um, who do you work for? What's the name of the staffing agency? Uh, Pulaski Life. Okay, give me one second. Is that who you applied with? No, um, through Surge Staffing. Okay, so it's Surge. Okay, so Surge does auto-enroll their new members into a preventative plan called the MUC TeleRx. So that plan will cover, like, one physical visit a year, some vaccinations, some cancer/STD screenings. But that plan, you do get auto-enrolled into it if you're new at working with Surge. So if you don't call to opt out within the first 30 days of receiving your first check, they do auto-enroll you into that plan. So if you want- Yeah, they didn't tell me that. So if you want, I can go ahead and cancel it if it is that they enrolled you into it. Um, but I would have to get in your file, because like I said earlier, we do administrate different agencies. Some of them- Okay. So- ... auto-enroll members, some of them don't. So yeah, I want out of it, so am I gonna get my money back out of that? 'Cause I- So- ... didn't sign up for it. Surge didn't tell me anything- So- ... about that. So like I said, we're the healthcare administrators for staffing agencies. We don't work with Surge, and some staffing agencies do auto-enroll their members. We don't do refunds. Okay. But I can ch- So I need to get a hold of S- So I need to get a hold of Surge and talk to him about that? 'Cause- So, anything regarding a refund, I wouldn't really be able to help you because like I said earlier, we're just the healthcare administrators for those agencies, and some of them do auto-enroll their members into plans and it is the member's responsibility to call within the 30 days so that they don't get enrolled. Right. As a temp agency, they shouldn't tell you about that. Yeah, like I said, we're just the administrators. We don't work in Surge. Um, but I can go ahead and cancel your coverage. I- is that something that you want me to do? Yeah, I don't need it. Okay. Um, you said you're with Surge. And then, what are the last four of your Social? 2398. Okay, thank you. And what's your first and last name so that I'm in the correct file? Jeremy Work. ... For security purposes, could you please verify your address and your date of birth for me? I don't know if you guys have my new address, but I'm gonna give it to you. 345 Cedarhurst Drive, Zanesville, Ohio 43701. Mm, we have a different one. Is it 4- Is it 40... Glessner Avenue? No, sir. It's a different one. It's probably my mom's address, 871 Homewood Avenue. It's not that one either. Um, if you don't remember the address that they might have, you could always verify your Social. But I do need the correct address on file. Wonder what address that... Unless it's my girlfriend's mom's address, 715 Rusty Bridge

Road. No, sir. That's not the address we have. What was the first one you gave me? 345 Cedarhurst Drive. No, not that one either. Then it's the only address I live at. I don't know what address they would have for me. Unless it's my mom's address, 871 Homewood Avenue. Yeah, n- not that one either. Not the 3 nor the 8. Was there a third one? Uh, there's 40 Glessner Avenue and that's it. Yeah, we don't have none of those. Um, so I would need the correct information on the file to give you any information or cancel anything or do anything on the file. Just 'cause it's questions that we ask for security purposes. If you don't remember the address, you could always verify your full Social. Um, but I either need the address or the Social, and then you also need to verify your birthdate. My, uh, birthday's 12/24/89. Okay, so that one's right, but I do need either the address correct, or the Social. My Social's 295- 90-2398. Okay, thank you. So I have the 2984 North Vista Drive- No, that's my... I, I wasn't even thinking about that one. I haven't lived there for almost two years, and I wasn't even thinking about that one. Okay. And then- 2984 North Vista Drive, Nashburt, Ohio 43830. Mm-hmm. And then your phone number, is it still 740-487-5627? It is. And then I have jeremywork89@gmail.com as your email in file. Is that still up to date? It is not. Okay, what's the new one? Did you... It's, uh, jeremywork1224@gmail.com. Okay, thank you. Give me one second while I review your file. Does Surge Staffing taking that money out of your... for insurance? 'Cause they didn't tell me anything about insurance. They took out \$180 out of my paycheck. Really? Yeah. I'm calling Surge Back- after I hang up these guys. I, I never signed it. And Surge is the one that signed me up for it. I didn't sign nothing. They oughta be, they ought to get in trouble for, for someone's signature on something they didn't sign for it. 'Cause I normally bring home about... Yeah, I normally bring home about 680 and I was like, so I was like, "Wait, why am I bringing in 518 now?" That I got on my pay stub from Surge and Cert. And it told me right there, "Surge took out \$180 for the insurance." Oh, okay. Well then, how come you only brought home 580 the other week? Yeah. Yeah. Yeah, I don't get that. Okay. I get 3000, 36 hours a week. Do you? Yeah. 366. Oh, okay. Yeah. They went, yeah, they took everything out. I, I was a wild son and now they're taking stuff out for insurance when they never took it out my paycheck before. Well, you can, you can find out what insurance company you're with and find out if they reimburse you for it or not. But they don't reimburse back the money either. No, they don't. So I just lost out the money they took. Well, um, well, I mean, I guess, uh, you know, you could call them up and find out what happened. Uh, but I would just recommend that you get in touch with Surge Staffing and see if there's anything you can do because this isn't good. You know, it's not good. It's really not good. Um, maybe they can help you because Surge doesn't help you at all. No. Right. No. So- So I'm going to call Surge too, 'cause they're neither going to reimburse me my money back because I didn't sign up for that shit. No. No. You didn't have to sign up for that shit. You didn't have to put your life on hold. You didn't have to take time off. You didn't have to do any of that shit. You just signed up for insurance and now you're stuck with it. And now Surge is going to reimburse you for it. So. They're going to do away with me, boy, because I'm going to flip the fuck out on them. You know, I'm just saying, if you want to talk to them about it, I mean, I'll give you their number. Well, the idea is we're going to go with me to get that fucking stove. The stove. I told you, I told you he was going with me to get it. She says, "Are you sure you want to do it?" I was like, "Because you've been asking him to do a lot of stuff." I was like, "I'll ask him again but if he doesn't want to do it, you don't have to do it." All right. All right. Look. I mean, I'm just going to... Okay. I'm just going to say this. I'm just going to say this. Uh, I'm just going to say

this. If you want to get back on track with your life, just forget about all this. What? Forget about all this. What? Just forget about all this. Don't start with what you will.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, I just wonder why you guys are taking money out of my paychecks.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I never signed up for anything from you guys.

Speaker speaker_1: So... So we're the healthcare administrators for staff and agencies. There's some agencies that do auto-enroll their members into certain plans, so if you don't opt out of those plans, they do auto-enroll you. They give you 30 days from the day that you receive your first check to opt out. Um, who do you work for? What's the name of the staffing agency?

Speaker speaker_2: Uh, Pulaski Life.

Speaker speaker_1: Okay, give me one second. Is that who you applied with?

Speaker speaker_2: No, um, through Surge Staffing.

Speaker speaker_1: Okay, so it's Surge. Okay, so Surge does auto-enroll their new members into a preventative plan called the MUC TeleRx. So that plan will cover, like, one physical visit a year, some vaccinations, some cancer/STD screenings. But that plan, you do get auto-enrolled into it if you're new at working with Surge. So if you don't call to opt out within the first 30 days of receiving your first check, they do auto-enroll you into that plan. So if you want-

Speaker speaker_2: Yeah, they didn't tell me that.

Speaker speaker_1: So if you want, I can go ahead and cancel it if it is that they enrolled you into it. Um, but I would have to get in your file, because like I said earlier, we do administrate different agencies. Some of them-

Speaker speaker_2: Okay. So-

Speaker speaker_1: ... auto-enroll members, some of them don't.

Speaker speaker_2: So yeah, I want out of it, so am I gonna get my money back out of that? 'Cause I-

Speaker speaker_1: So-

Speaker speaker_2: ... didn't sign up for it. Surge didn't tell me anything-

Speaker speaker_1: So-

Speaker speaker_2: ... about that.

Speaker speaker_1: So like I said, we're the healthcare administrators for staffing agencies. We don't work with Surge, and some staffing agencies do auto-enroll their members. We don't do refunds.

Speaker speaker_2: Okay.

Speaker speaker_1: But I can ch-

Speaker speaker_2: So I need to get a hold of S- So I need to get a hold of Surge and talk to him about that? 'Cause-

Speaker speaker_1: So, anything regarding a refund, I wouldn't really be able to help you because like I said earlier, we're just the healthcare administrators for those agencies, and some of them do auto-enroll their members into plans and it is the member's responsibility to call within the 30 days so that they don't get enrolled.

Speaker speaker_2: Right. As a temp agency, they shouldn't tell you about that.

Speaker speaker_1: Yeah, like I said, we're just the administrators. We don't work in Surge. Um, but I can go ahead and cancel your coverage. I- is that something that you want me to do?

Speaker speaker_2: Yeah, I don't need it.

Speaker speaker_1: Okay. Um, you said you're with Surge. And then, what are the last four of your Social?

Speaker speaker_2: 2398.

Speaker speaker_1: Okay, thank you. And what's your first and last name so that I'm in the correct file?

Speaker speaker_2: Jeremy Work. ...

Speaker speaker_1: For security purposes, could you please verify your address and your date of birth for me?

Speaker speaker_2: I don't know if you guys have my new address, but I'm gonna give it to you. 345 Cedarhurst Drive, Zanesville, Ohio 43701.

Speaker speaker_1: Mm, we have a different one.

Speaker speaker_2: Is it 4- Is it 40... Glessner Avenue?

Speaker speaker_1: No, sir. It's a different one.

Speaker speaker_2: It's probably my mom's address, 871 Homewood Avenue.

Speaker speaker_1: It's not that one either. Um, if you don't remember the address that they might have, you could always verify your Social. But I do need the correct address on file.

Speaker speaker_2: Wonder what address that... Unless it's my girlfriend's mom's address, 715 Rusty Bridge Road.

Speaker speaker_1: No, sir. That's not the address we have. What was the first one you gave me?

Speaker speaker_2: 345 Cedarhurst Drive.

Speaker speaker_1: No, not that one either.

Speaker speaker_2: Then it's the only address I live at. I don't know what address they would have for me. Unless it's my mom's address, 871 Homewood Avenue.

Speaker speaker_1: Yeah, n- not that one either. Not the 3 nor the 8. Was there a third one?

Speaker speaker_2: Uh, there's 40 Glessner Avenue and that's it.

Speaker speaker_1: Yeah, we don't have none of those. Um, so I would need the correct information on the file to give you any information or cancel anything or do anything on the file. Just 'cause it's questions that we ask for security purposes. If you don't remember the address, you could always verify your full Social. Um, but I either need the address or the Social, and then you also need to verify your birthdate.

Speaker speaker_2: My, uh, birthday's 12/24/89.

Speaker speaker_1: Okay, so that one's right, but I do need either the address correct, or the Social.

Speaker speaker_2: My Social's 295- 90- 2398.

Speaker speaker_1: Okay, thank you. So I have the 2984 North Vista Drive-

Speaker speaker_2: No, that's my... I, I wasn't even thinking about that one. I haven't lived there for almost two years, and I wasn't even thinking about that one.

Speaker speaker_1: Okay. And then-

Speaker speaker_2: 2984 North Vista Drive, Nashburt, Ohio 43830.

Speaker speaker_1: Mm-hmm. And then your phone number, is it still 740-487-5627?

Speaker speaker_2: It is.

Speaker speaker_1: And then I have jeremywork89@gmail.com as your email in file. Is that still up to date?

Speaker speaker_2: It is not.

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

Speaker speaker_2: Did you... It's, uh, jeremywork1224@gmail.com.

Speaker speaker_3: Okay, thank you. Give me one second while I review your file.

Speaker speaker_2: Does Surge Staffing taking that money out of your... for insurance? 'Cause they didn't tell me anything about insurance. They took out \$180 out of my paycheck.

Speaker speaker_4: Really?

Speaker speaker_2: Yeah. I'm calling Surge Back- after I hang up these guys. I, I never signed it. And Surge is the one that signed me up for it. I didn't sign nothing. They oughta be, they ought to get in trouble for, for someone's signature on something they didn't sign for it. 'Cause I normally bring home about... Yeah, I normally bring home about 680 and I was like, so I was like, "Wait, why am I bringing in 518 now?" That I got on my pay stub from Surge and Cert. And it told me right there, "Surge took out \$180 for the insurance."

Speaker speaker_3: Oh, okay. Well then, how come you only brought home 580 the other week?

Speaker speaker_2: Yeah. Yeah. Yeah, I don't get that.

Speaker speaker_3: Okay.

Speaker speaker_2: I get 3000, 36 hours a week.

Speaker speaker_3: Do you?

Speaker speaker_2: Yeah. 366.

Speaker speaker_3: Oh, okay.

Speaker speaker_2: Yeah. They went, yeah, they took everything out. I, I was a wild son and now they're taking stuff out for insurance when they never took it out my paycheck before.

Speaker speaker_3: Well, you can, you can find out what insurance company you're with and find out if they reimburse you for it or not.

Speaker speaker_2: But they don't reimburse back the money either.

Speaker speaker_3: No, they don't.

Speaker speaker_2: So I just lost out the money they took.

Speaker speaker_3: Well, um, well, I mean, I guess, uh, you know, you could call them up and find out what happened. Uh, but I would just recommend that you get in touch with Surge Staffing and see if there's anything you can do because this isn't good. You know, it's not good. It's really not good. Um, maybe they can help you because Surge doesn't help you at all.

Speaker speaker_2: No.

Speaker speaker_3: Right.

Speaker speaker_2: No.

Speaker speaker_3: So-

Speaker speaker_2: So I'm going to call Surge too, 'cause they're neither going to reimburse me my money back because I didn't sign up for that shit.

Speaker speaker_3: No. No. You didn't have to sign up for that shit. You didn't have to put your life on hold. You didn't have to take time off. You didn't have to do any of that shit. You just signed up for insurance and now you're stuck with it. And now Surge is going to reimburse you for it. So.

Speaker speaker_2: They're going to do away with me, boy, because I'm going to flip the fuck out on them.

Speaker speaker_3: You know, I'm just saying, if you want to talk to them about it, I mean, I'll give you their number.

Speaker speaker_2: Well, the idea is we're going to go with me to get that fucking stove. The stove. I told you, I told you he was going with me to get it. She says, "Are you sure you want to do it?" I was like, "Because you've been asking him to do a lot of stuff." I was like, "I'll ask him again but if he doesn't want to do it, you don't have to do it."

Speaker speaker_3: All right. All right. Look. I mean, I'm just going to... Okay. I'm just going to say this. I'm just going to say this. Uh, I'm just going to say this. If you want to get back on track with your life, just forget about all this.

Speaker speaker_2: What?

Speaker speaker_3: Forget about all this.

Speaker speaker_2: What?

Speaker speaker_3: Just forget about all this. Don't start with what you will.