

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits ... my name is Stephanie. How can I assist you? Yeah, I was hold- holding and the phone hung up. My name is Dwight. I don't know if you're the one I was talking to, but my name is Dwight Webb. I was trying to cancel my ... Okay, which staffing agency? I don't think that was me, but which staffing agency and then the last four of your Social. It was Surge, Surge Staffing. And then the last four? 4316. 4316? Yes. What's the first and last name? Dwight Webb. I'm sorry, I'm having trouble hearing you. Did you say DeWite Well? Dwight Webb. W-H-T. Oh, thank you. Okay. The last person I was talking to, she was telling me even if I cancel, if I call and I cancel today, they still may take two more of my... Yes, sir. It- You know, two more. Why is that? Right. Because- I mean, why is that? That's the... I need to talk to somebody at the phone center. Why am I fearing something that I'm canceling? I'm canceling it today. Why am I gonna fear- Yes, sir. I understand. It's 'cause that's how long the cancellations process take. It takes seven to ten business days for any cancellations or changes to process. So due to the fact, if you cancel today, which it looks like you did- Well, then how did this, how did, how did I end up with these, how did I end up with these insurance? If I didn't sign up for them- Okay. Give me one second, sir. Let me explain. So we're the healthcare administrators for different staffing agencies around the nation. Some of those staffing agencies do participate in auto-enrolling your new hires. You have 30 days from the time that you receive your first check to either opt out from the auto-enrollment or enroll into the benefits. Since you didn't opt out, 'cause Surge does participate in the auto-enrolling. If you don't opt out, which you didn't, then the first 30 days of receiving that first check, Surge Staffing automatically enrolls you into the NEC TeleRx, which is a preventative plan that covers a physical, some vaccines, an STD and cancer screening. If you didn't want to be enrolled into that, you did have to call within the first 30 days of receiving that check to opt out. Since you didn't do that, you were automatically enrolled. Unfortunately, it does take seven to ten days for any cancellations to process, so due to that, there is a chance that you may experience one or even two deductions after that cancellation. So if you do experience one, that means you have active coverage for one week. If you experience two, that means you have active coverage for two weeks. Hopefully, it's only one, but we do have to let you know regarding that cancellation process. But it has been canceled- Okay. But even... What if I need the insurance, uh, before they, before they cancel it, before that ... Oh, I'm sorry. I'm having trouble hearing you. It sounds like you're, like, far away from the phone. Well, let me get my hearing aid, hold on because I'll change this and get them out there. Hold on. Don't hang up. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... my name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I was hold- holding and the phone hung up. My name is Dwight. I don't know if you're the one I was talking to, but my name is Dwight Webb. I was trying to cancel my ...

Speaker speaker_2: Okay, which staffing agency? I don't think that was me, but which staffing agency and then the last four of your Social.

Speaker speaker_1: It was Surge, Surge Staffing.

Speaker speaker_2: And then the last four?

Speaker speaker_1: 4316.

Speaker speaker_2: 4316?

Speaker speaker_1: Yes.

Speaker speaker_2: What's the first and last name?

Speaker speaker_1: Dwight Webb.

Speaker speaker_2: I'm sorry, I'm having trouble hearing you. Did you say DeWite Well?

Speaker speaker_1: Dwight Webb. W-H-T.

Speaker speaker_2: Oh, thank you. Okay.

Speaker speaker_1: The last person I was talking to, she was telling me even if I cancel, if I call and I cancel today, they still may take two more of my...

Speaker speaker_2: Yes, sir. It-

Speaker speaker_1: You know, two more. Why is that?

Speaker speaker_2: Right. Because-

Speaker speaker_1: I mean, why is that? That's the... I need to talk to somebody at the phone center. Why am I fearing something that I'm canceling? I'm canceling it today. Why am I gonna fear-

Speaker speaker_2: Yes, sir. I understand. It's 'cause that's how long the cancellations process take. It takes seven to ten business days for any cancellations or changes to process. So due to the fact, if you cancel today, which it looks like you did-

Speaker speaker_1: Well, then how did this, how did, how did I end up with these, how did I end up with these insurance? If I didn't sign up for them-

Speaker speaker_2: Okay. Give me one second, sir. Let me explain. So we're the healthcare administrators for different staffing agencies around the nation. Some of those staffing agencies do participate in auto-enrolling your new hires. You have 30 days from the time that you receive your first check to either opt out from the auto-enrollment or enroll into the

benefits. Since you didn't opt out, 'cause Surge does participate in the auto-enrolling. If you don't opt out, which you didn't, then the first 30 days of receiving that first check, Surge Staffing automatically enrolls you into the NEC TeleRx, which is a preventative plan that covers a physical, some vaccines, an STD and cancer screening. If you didn't want to be enrolled into that, you did have to call within the first 30 days of receiving that check to opt out. Since you didn't do that, you were automatically enrolled. Unfortunately, it does take seven to ten days for any cancellations to process, so due to that, there is a chance that you may experience one or even two deductions after that cancellation. So if you do experience one, that means you have active coverage for one week. If you experience two, that means you have active coverage for two weeks. Hopefully, it's only one, but we do have to let you know regarding that cancellation process. But it has been canceled-

Speaker speaker_1: Okay. But even... What if I need the insurance, uh, before they, before they cancel it, before that ...

Speaker speaker_2: Oh, I'm sorry. I'm having trouble hearing you. It sounds like you're, like, far away from the phone.

Speaker speaker_1: Well, let me get my hearing aid, hold on because I'll change this and get them out there. Hold on. Don't hang up.

Speaker speaker_2: Okay.