

Transcript: Franchesca

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Full Transcript

Thank you for calling American Upfront. I'm going to be mishearing just a health message for today. Uh, yes, ma'am. I want to cancel the insurance that, that they made me sign up for through Surge. What company do you work with? Surge Staffing. All right. And I'm working at Atlas. What are the last four of the social in your last name? My last name's Robinson and it's 5748. The only thing I do want to keep is the spousal life insurance, for, 'cause me and the... I can do that, right? I have to take a look at the status of your account first, ma'am. Okay. Well, they made me sign up for everything 'cause it wouldn't go through and I d- I don't need that insurance. I have my own insurance. Is your first name Tiffany? Yes, ma'am. Could you verify your mailing address and date of birth? My address is 604 East Seventh Street, Ashland, Ohio 44805. My birthday is 10-31-79. We currently do not have a phone number on your account. Would you like for us to put the one you're currently calling on? Sure. And I have your email down as T-I-F-F-E-Z3-2-1@gmail.com? Yes. Um, the only thing, Ms. Robinson, is you haven't had benefits with Surge since 2003. Right. Did you recently start a new assignment with them? Yes. Yes, just- Since- ... um, Monday. Did you enroll by filling out a form or online? It was online. And was it a- And they said we had to... And then we had to call and cancel it. The form that you filled out, I mean, the way that you apply online, was it a form that you did it online? Does that make sense? Yeah, it was all on... Yeah, it was all online. It was like, um- Okay. Go- Go ahead. No, no. Go ahead. Go ahead. Um, yeah, she said that we had to apply and then call you guys after we first started working, um, to get it changed off. To get it taken off, because I don't, I don't need that insurance. Okay. Um, the reason I was asking is we have not received that enrollment request yet. So currently, you don't have any benefits with Surge Staffing at this moment. Okay, so nothing's going to be taken out of my check? That is correct, ma'am. Is that what... Okay, 'cause last time I worked for Surge, they were taking it out and they weren't supposed to be, and of course, I couldn't get re- they wouldn't reimburse me for the, what was \$168 that they were taking out that I asked not to be taken out of my check. So I just don't want it to happen again. I'm not quite sure if you're calling the right place then, 'cause you were enrolled automatically back in '23 d- to being a new hire with them. However, it was three deductions of \$14.98, which only comes out to \$44.94. Okay. It doesn't even get to \$100, so I'm not sure if it was a different deduction for something else that was being taken. Right, yeah. I don't know, except I had to... I mean, I got taxes for it and everything. I had to file it with my taxes and everything. So I just don't, I don't want it to happen. I'm scared I don't want it to happen again. You might... Understood. I've put a note on your account stating that if we do receive any following requests and benefits, you want it to be denied and canceled, and that you do not want to be currently enrolled. Um- But that auto-enrollment that happened to you back in 2023 is only going to happen when you are a new hire. However, you are to get text messages, emails or automated telephone calls

saying that you are going to be auto-enrolled due to the fact that their system can't filter from the contact list of the new hires who has worked with them before and will be auto-enrolled and who won't be affected. So you can ignore those about auto-enrollment. Okay. So if I want to keep the life insurance though, that you guys offer, I am able to do that? I will have to request the front office to do an eligibility check to see if you're eligible for new enrollments at the moment. Okay. All right, they should get back to me within 24 to 48 business hours. So if I don't call you back by end of today, it will be m- end of Monday, 14 next week. Okay. But I don't- Is there a specific... Guys, I'm sorry. I keep interrupting you. It's o- no, it's okay. If I don't answer, of course, I'm at work. So just leave me a voicemail, please. Understood. Funny enough, I was just about to ask that. Is there a certain time frame that you want me to try to call you during? I'm s- I get off work at 3:00. 3:00 PM? Mm-hmm. So... And I work Monday through Friday. Yes, ma'am. All right, so I'll try to go ahead and schedule that call back after 3:00. Okay. Okay. All right, thank you so much. I hope you have a wonderful rest of your day and I look forward- Thank you. ... to giving you that call back. Thank you. Hi, you too. Thank you, you too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling American Upfront. I'm going to be mishearing just a health message for today.

Speaker speaker_1: Uh, yes, ma'am. I want to cancel the insurance that, that they made me sign up for through Surge.

Speaker speaker_0: What company do you work with?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: All right.

Speaker speaker_1: And I'm working at Atlas.

Speaker speaker_0: What are the last four of the social in your last name?

Speaker speaker_1: My last name's Robinson and it's 5748. The only thing I do want to keep is the spousal life insurance, for, 'cause me and the... I can do that, right?

Speaker speaker_0: I have to take a look at the status of your account first, ma'am.

Speaker speaker_1: Okay. Well, they made me sign up for everything 'cause it wouldn't go through and I d- I don't need that insurance. I have my own insurance.

Speaker speaker_0: Is your first name Tiffany?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Could you verify your mailing address and date of birth?

Speaker speaker_1: My address is 604 East Seventh Street, Ashland, Ohio 44805. My birthday is 10-31-79.

Speaker speaker_0: We currently do not have a phone number on your account. Would you like for us to put the one you're currently calling on?

Speaker speaker_1: Sure.

Speaker speaker_0: And I have your email down as T-I-F-F-E-Z3-2-1@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, the only thing, Ms. Robinson, is you haven't had benefits with Surge since 2003.

Speaker speaker_1: Right.

Speaker speaker_0: Did you recently start a new assignment with them?

Speaker speaker_1: Yes. Yes, just-

Speaker speaker_0: Since-

Speaker speaker_1: ... um, Monday.

Speaker speaker_0: Did you enroll by filling out a form or online?

Speaker speaker_1: It was online.

Speaker speaker_0: And was it a-

Speaker speaker_1: And they said we had to... And then we had to call and cancel it.

Speaker speaker_0: The form that you filled out, I mean, the way that you apply online, was it a form that you did it online? Does that make sense?

Speaker speaker_1: Yeah, it was all on... Yeah, it was all online. It was like, um-

Speaker speaker_0: Okay. Go-

Speaker speaker_1: Go ahead.

Speaker speaker_0: No, no. Go ahead. Go ahead.

Speaker speaker_1: Um, yeah, she said that we had to apply and then call you guys after we first started working, um, to get it changed off. To get it taken off, because I don't, I don't need that insurance.

Speaker speaker_0: Okay. Um, the reason I was asking is we have not received that enrollment request yet. So currently, you don't have any benefits with Surge Staffing at this moment.

Speaker speaker_1: Okay, so nothing's going to be taken out of my check?

Speaker speaker_0: That is correct, ma'am.

Speaker speaker_1: Is that what... Okay, 'cause last time I worked for Surge, they were taking it out and they weren't supposed to be, and of course, I couldn't get re- they wouldn't reimburse me for the, what was \$168 that they were taking out that I asked not to be taken out of my check. So I just don't want it to happen again.

Speaker speaker_0: I'm not quite sure if you're calling the right place then, 'cause you were enrolled automatically back in '23 d- to being a new hire with them. However, it was three deductions of \$14.98, which only comes out to \$44.94.

Speaker speaker_1: Okay.

Speaker speaker_0: It doesn't even get to \$100, so I'm not sure if it was a different deduction for something else that was being taken.

Speaker speaker_1: Right, yeah. I don't know, except I had to... I mean, I got taxes for it and everything. I had to file it with my taxes and everything. So I just don't, I don't want it to happen. I'm scared I don't want it to happen again. You might... Understood.

Speaker speaker_0: I've put a note on your account stating that if we do receive any following requests and benefits, you want it to be denied and canceled, and that you do not want to be currently enrolled.

Speaker speaker_1: Um-

Speaker speaker_0: But that auto-enrollment that happened to you back in 2023 is only going to happen when you are a new hire. However, you are to get text messages, emails or automated telephone calls saying that you are going to be auto-enrolled due to the fact that their system can't filter from the contact list of the new hires who has worked with them before and will be auto-enrolled and who won't be affected. So you can ignore those about auto-enrollment.

Speaker speaker_1: Okay. So if I want to keep the life insurance though, that you guys offer, I am able to do that?

Speaker speaker_0: I will have to request the front office to do an eligibility check to see if you're eligible for new enrollments at the moment.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, they should get back to me within 24 to 48 business hours. So if I don't call you back by end of today, it will be m- end of Monday, 14 next week.

Speaker speaker_1: Okay. But I don't-

Speaker speaker_0: Is there a specific... Guys, I'm sorry. I keep interrupting you.

Speaker speaker_1: It's o- no, it's okay. If I don't answer, of course, I'm at work. So just leave me a voicemail, please.

Speaker speaker_0: Understood. Funny enough, I was just about to ask that. Is there a certain time frame that you want me to try to call you during?

Speaker speaker_1: I'm s- I get off work at 3:00.

Speaker speaker_0: 3:00 PM?

Speaker speaker_1: Mm-hmm. So... And I work Monday through Friday. Yes, ma'am.

Speaker speaker_0: All right, so I'll try to go ahead and schedule that call back after 3:00.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right, thank you so much. I hope you have a wonderful rest of your day and I look forward-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... to giving you that call back.

Speaker speaker_1: Thank you. Hi, you too.

Speaker speaker_0: Thank you, you too. Bye-bye.

Speaker speaker_1: Bye-bye.