

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits ... name is . How may I assist you today? Yes, I wanna cancel the insurance that I have through my, uh, my, through my company, uh, temp company surge. I don't want it. And she said I had to call this number to cancel it. Can you read one of the last four of your Social? What's that again? One of the last four of your Social? 0243. And your last name, please? Allen. You said the last name is Allen? Yes. First name Brandon? Yes. All right and then lastly to make sure that we're on the right account, can you verify your mailing address for me and date of birth? Uh, 4364 Chester Way, Snellville, Georgia, uh, 30039 and, uh, 3/11/90. We have best contact, same as the one you're called on, 678-754-0258. Actually is this not the one you're called on? This is someone using my other phone. But is it one that I just...? That's- that's me. That's my... Okay. Oh, understood. And then lastly, I have your email down as brandonallen3665@yahoo.com? Yes. Providing for the purpose of my line being recorded, you stated you would like to cancel the benefits, correct? Yes. All right, Mr. Allen, I put in the request for the cancellations. Cancellations do take seven to ten business days to process, so you may see one to two more deductions while being completed. I might see one or two more deductions before being complete? I didn't want this stuff in the first place, so I don't understand why I can't be... I wasn't supposed to be taking that money out because I have VA. I'm- I'm with the VA if I have anything going on, so I'm trying to figure out why I gotta pay \$15 two or three more times when I didn't want it in the first place? Sure thing, sir. So the first being because you were auto-enrolled into that plan per Surge company policy. We weren't the ones that enrolled you. Your company has a policy where they auto-enroll new hires into a medical preventative care plan due to no declination. That's the reason why it was through processed. Unfortunately, the seven to ten business days with our cancellations is due to the fact that it has to be canceled in more than one system. Our system has to cancel it- But that's not... But what I'm saying, that's not my problem. So why I gotta sit up here and pay, still pretty keep paying and- and coming out my money? And I don't really... Y'all, really y'all need to pay me back the money that y'all already done took out because didn't nobody tell me nothing like this. I, usually you have a, a plan that comes in that says, "Do you want to be in this plan or you don't?" And I done chose no, so how do I automatically get enrolled in something that take my money? See, we gonna have an issue. We're gonna have a problem. I don't want no more money coming out my check for, for, for something I'm never going to fucking use. E- either way it go. Okay, sir. I'd be more than happy to assign us some... So I really wanna people please stand by for moment so we can... re-emerge from once I already had came out my check. Okay. So sir, you were auto-enrolled per your company's policy. Surge was the one that enrolled you. The reason why you didn't receive any text message and notifications, to our understanding, the phone number on file is that 678-754-0258. Notifications would have been sent there and usually Surge staff then

discloses the auto-enrollment during your orientation. As far as the cancellation goes, there's no way for that to happen. I'm sorry. I didn't even have no orientation. I didn't even have no orientation. So I knew nothing about this until it hit my check. So I want my mon-... Uh, I'm, you know what? Okay. Okay. Anything else I can assist you with today? Yes. C- can you send that to my email that has been canceled? Yes, sir. I requested confirmation for the cancellation. They should take 24 to 48 hours to reach you. All right, bye. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... name is . How may I assist you today?

Speaker speaker_1: Yes, I wanna cancel the insurance that I have through my, uh, my, through my company, uh, temp company surge. I don't want it. And she said I had to call this number to cancel it.

Speaker speaker_0: Can you read one of the last four of your Social?

Speaker speaker_1: What's that again?

Speaker speaker_0: One of the last four of your Social?

Speaker speaker_1: 0243.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Allen.

Speaker speaker_0: You said the last name is Allen?

Speaker speaker_1: Yes.

Speaker speaker_0: First name Brandon?

Speaker speaker_1: Yes.

Speaker speaker_0: All right and then lastly to make sure that we're on the right account, can you verify your mailing address for me and date of birth?

Speaker speaker_1: Uh, 4364 Chester Way, Snellville, Georgia, uh, 30039 and, uh, 3/11/90.

Speaker speaker_0: We have best contact, same as the one you're called on, 678-754-0258. Actually is this not the one you're called on?

Speaker speaker_1: This is someone using my other phone.

Speaker speaker_0: But is it one that I just...?

Speaker speaker_1: That's- that's me. That's my...

Speaker speaker_0: Okay. Oh, understood. And then lastly, I have your email down as brandonallen3665@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Providing for the purpose of my line being recorded, you stated you would like to cancel the benefits, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, Mr. Allen, I put in the request for the cancellations. Cancellations do take seven to ten business days to process, so you may see one to two more deductions while being completed.

Speaker speaker_1: I might see one or two more deductions before being complete? I didn't want this stuff in the first place, so I don't understand why I can't be... I wasn't supposed to be taking that money out because I have VA. I'm- I'm with the VA if I have anything going on, so I'm trying to figure out why I gotta pay \$15 two or three more times when I didn't want it in the first place?

Speaker speaker_0: Sure thing, sir. So the first being because you were auto-enrolled into that plan per Surge company policy. We weren't the ones that enrolled you. Your company has a policy where they auto-enroll new hires into a medical preventative care plan due to no declination. That's the reason why it was through processed. Unfortunately, the seven to ten business days with our cancellations is due to the fact that it has to be canceled in more than one system. Our system has to cancel it-

Speaker speaker_1: But that's not... But what I'm saying, that's not my problem. So why I gotta sit up here and pay, still pretty keep paying and- and coming out my money? And I don't really... Y'all, really y'all need to pay me back the money that y'all already done took out because didn't nobody tell me nothing like this. I, usually you have a, a plan that comes in that says, "Do you want to be in this plan or you don't?" And I done chose no, so how do I automatically get enrolled in something that take my money? See, we gonna have an issue. We're gonna have a problem. I don't want no more money coming out my check for, for, for something I'm never going to fucking use. E- either way it go.

Speaker speaker_0: Okay, sir. I'd be more than happy to assign us some...

Speaker speaker_1: So I really wanna

Speaker speaker_0: ... people please stand by for moment so we can...

Speaker speaker_1: ... re-emerge from once I already had came out my check.

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Speaker speaker_1: I didn't even have no orientation. I didn't even have no orientation. So I knew nothing about this until it hit my check. So I want my mon-... Uh, I'm, you know what?

Okay.

Speaker speaker_0: Okay. Anything else I can assist you with today?

Speaker speaker_1: Yes. C- can you send that to my email that has been canceled?

Speaker speaker_0: Yes, sir. I requested confirmation for the cancellation. They should take 24 to 48 hours to reach you.

Speaker speaker_1: All right, bye.

Speaker speaker_0: Have a great day.