

## **Transcript: Francesca**

**Baez-5341104507404288-5064680412233728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Elixir. My name is Francesca. How can I assist you today? Uh, yes, my name is Jeremy Clayton. I'm working through Surge. Uh, I was told to call you in. Y'all taking out medical from me and I don't need medical from Surge. And I would like for you all to cancel that so I can be ready to get my money back that y'all have been taking out of my account. What are the last four of the social? 7924. Yeah, I was told, I just came from the office. I was told to call in if I don't want it to ask them to cancel. All right. And Mr. Jeremy, what did you say your last name was? Clayton. C-L-A-Y-T-O-N. Could you please verify your mailing address and date of birth? Uh, yes. 3235 Kalahari Street, uh, Canton, Ohio 44705. And let me see. Date 11/22/1989. I have best contact number, 330-809-8282. Yes, ma'am. And we have your email down as lastnamefirstname2@gmail.com? Yes, ma'am. Let's see. So the reason why you weren't enrolling to coverage is due to your company policy. They auto-enroll... Yeah. ... their new hires into a medical preventative care plan. Yeah, but don't they ask me the same thing when we, uh, filling out our application and I say I don't need Medicaid or medical? How am I still enrolled in it? We never received that form, sir. Oh. Uh, no, no, and again, I apologize. I don't want to think I'm picking it out on you, ma'am. It's nothing there, you're done. But, uh- No, it's- Go ahead, I'm sorry. It's okay. No, that's fine. Um, what I was gonna say is I can cancel it for you. Um. Okay. Now I know you said canceling and reimbursement, that's the only part I can't help you with. Okay. But the refund- Okay. ... we can't issue it since they enrolled you per their company policy. Oh, okay. Okay. So I just need the verbal consent that at this moment you would like to cancel current cut benefits with Surge Staffing, correct? Yes, I will, ma'am. All right, so I put the be- request in there for you, Mr. Clayton. The benefits should be canceled within seven to ten business days, which is the process for the cancellations. Okay. I might do this, need you to keep in mind you might see one to two deductions. They should not be three, just two. Okay. While it's being processed out. All right, thank you, ma'am. Of course. I hope you have a wonderful rest of your day and thank you for your time today.

### **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 Elixir. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes, my name is Jeremy Clayton. I'm working through Surge. Uh, I was told to call you in. Y'all taking out medical from me and I don't need medical from Surge. And I would like for you all to cancel that so I can be ready to get my money back that y'all have been taking out of my account.

Speaker speaker\_1: What are the last four of the social?

Speaker speaker\_2: 7924. Yeah, I was told, I just came from the office. I was told to call in if I don't want it to ask them to cancel.

Speaker speaker\_1: All right. And Mr. Jeremy, what did you say your last name was?

Speaker speaker\_2: Clayton. C-L-A-Y-T-O-N.

Speaker speaker\_1: Could you please verify your mailing address and date of birth?

Speaker speaker\_2: Uh, yes. 3235 Kalahari Street, uh, Canton, Ohio 44705. And let me see. Date 11/22/1989.

Speaker speaker\_1: I have best contact number, 330-809-8282.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And we have your email down as lastnamefirstname2@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Let's see. So the reason why you weren't enrolling to coverage is due to your company policy. They auto-enroll...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... their new hires into a medical preventative care plan.

Speaker speaker\_2: Yeah, but don't they ask me the same thing when we, uh, filling out our application and I say I don't need Medicaid or medical? How am I still enrolled in it?

Speaker speaker\_1: We never received that form, sir.

Speaker speaker\_2: Oh. Uh, no, no, and again, I apologize. I don't want to think I'm picking it out on you, ma'am. It's nothing there, you're done. But, uh-

Speaker speaker\_1: No, it's-

Speaker speaker\_2: Go ahead, I'm sorry.

Speaker speaker\_1: It's okay. No, that's fine. Um, what I was gonna say is I can cancel it for you. Um.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now I know you said canceling and reimbursement, that's the only part I can't help you with.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But the refund-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... we can't issue it since they enrolled you per their company policy.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Okay. So I just need the verbal consent that at this moment you would like to cancel current cut benefits with Surge Staffing, correct?

Speaker speaker\_2: Yes, I will, ma'am.

Speaker speaker\_1: All right, so I put the be- request in there for you, Mr. Clayton. The benefits should be canceled within seven to ten business days, which is the process for the cancellations.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I might do this, need you to keep in mind you might see one to two deductions. They should not be three, just two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: While it's being processed out.

Speaker speaker\_2: All right, thank you, ma'am.

Speaker speaker\_1: Of course. I hope you have a wonderful rest of your day and thank you for your time today.