

Transcript: Francesca

Baez-5455772767272960-6490351200419840

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today? Yeah. So I got this Benefits in a Card from Surge. Anyway, uh, I do not need benefits. Uh, I'd like to cancel that. Sure thing, sir. I did want to verify, Benefits in a Card is our name of our company, so you actually just have benefits with Surge. What are the last four of your social and your last name? 7829 MARSHALL. And could you please verify your mailing address and your date of birth so that I can make sure I have the right account in front of me? 3/22/76 and the address is 298 Slick Away Road, Frankfurt, Kentucky 40601. What did you say your date of birth was? I'm sorry. 3/22/76. So the address is matching but the date of birth I have here is different. Well, I know what my birthday is. It's, uh, March 22nd, 1976. And then we also do not have any other files matching those last four of the social and the last name, um, with that date of birth. First name is supposed to be Michael, correct? First name is Michael, yes. Okay. Can you please verify your full social so that I can update your date of birth? Why would they send it like that? 407-88-7829. Thank you. I'm not sure why they sent it that way 'cause it does show ever since we received your file, it has been kept as May 5th, 1987, instead of the March 22nd, 1976. I believe they had more than one Mike Marshall working there, but, uh... All right. And then I have your phone number down as 502-310-2090, same as the one you called me on today? Yes. That's correct. And I have your email down as 76jammer@gmail.com? That's correct. Okay. And then the last thing, Mr. Marshall, for the purpose of the line being recorded, you advised me you would like to cancel coverage with Surge Staffing, correct? Yes. All right. I have canceled it for you. Cancellations do take seven to 10 business days to process, so you may still see one to two more deductions while it's being completed. There shouldn't have been any deductions at all. I did not elect this coverage. So I understand you did not like it- I did not opt in. ... but the reason why there's an enrollment into it is 'cause your staffing company has a company policy where they auto-enroll new hires into that plan that I just canceled for you. Due to us receiving no opting out, that's the reason why their systems should process the enrollment for you. So either way, I'm gonna have money coming out of my account and two medical insurance. For two more weeks possibly, yes, sir. Well, that's kind of wrong, isn't it? Well, sir- Taking money out of my check that I don't, that I didn't ask for. So the way that a company policy works, it means that those are the rules set in stone by the company that you're working with. Once again, Surge Staffing has a company policy of auto-enrolling their members into a new medical preventative care plan, which is what you were enrolled into. As well as the account administrator, we don't have power over the auto-enrollment. The only way that we could have possibly assisted you with that is if you had called in to decline auto-enrollment. Since there was no request to decline it, their system enrolled you into it. I understand the dislike of it and the unpleasantness of it, but unfortunately there wasn't anything that we could do since we did not receive any

requests to stop it. Fine, as long as it gets canceled. Yes, sir. It will within that one to two weeks. All right. Thank you. Of course. My pleasure. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How may I assist you today?

Speaker speaker_1: Yeah. So I got this Benefits in a Card from Surge. Anyway, uh, I do not need benefits. Uh, I'd like to cancel that.

Speaker speaker_0: Sure thing, sir. I did want to verify, Benefits in a Card is our name of our company, so you actually just have benefits with Surge. What are the last four of your social and your last name?

Speaker speaker_1: 7829 MARSHALL.

Speaker speaker_0: And could you please verify your mailing address and your date of birth so that I can make sure I have the right account in front of me?

Speaker speaker_1: 3/22/76 and the address is 298 Slick Away Road, Frankfurt, Kentucky 40601.

Speaker speaker_0: What did you say your date of birth was? I'm sorry.

Speaker speaker_1: 3/22/76.

Speaker speaker_0: So the address is matching but the date of birth I have here is different.

Speaker speaker_1: Well, I know what my birthday is. It's, uh, March 22nd, 1976.

Speaker speaker_0: And then we also do not have any other files matching those last four of the social and the last name, um, with that date of birth. First name is supposed to be Michael, correct?

Speaker speaker_1: First name is Michael, yes.

Speaker speaker_0: Okay. Can you please verify your full social so that I can update your date of birth? Why would they send it like that?

Speaker speaker_1: 407-88-7829.

Speaker speaker_0: Thank you. I'm not sure why they sent it that way 'cause it does show ever since we received your file, it has been kept as May 5th, 1987, instead of the March 22nd, 1976.

Speaker speaker_1: I believe they had more than one Mike Marshall working there, but, uh...

Speaker speaker_0: All right. And then I have your phone number down as 502-310-2090, same as the one you called me on today?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And I have your email down as 76jammer@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then the last thing, Mr. Marshall, for the purpose of the line being recorded, you advised me you would like to cancel coverage with Surge Staffing, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I have canceled it for you. Cancellations do take seven to 10 business days to process, so you may still see one to two more deductions while it's being completed.

Speaker speaker_1: There shouldn't have been any deductions at all. I did not elect this coverage.

Speaker speaker_0: So I understand you did not like it-

Speaker speaker_1: I did not opt in.

Speaker speaker_0: ... but the reason why there's an enrollment into it is 'cause your staffing company has a company policy where they auto-enroll new hires into that plan that I just canceled for you. Due to us receiving no opting out, that's the reason why their systems should process the enrollment for you.

Speaker speaker_1: So either way, I'm gonna have money coming out of my account and two medical insurance.

Speaker speaker_0: For two more weeks possibly, yes, sir.

Speaker speaker_1: Well, that's kind of wrong, isn't it?

Speaker speaker_0: Well, sir-

Speaker speaker_1: Taking money out of my check that I don't, that I didn't ask for.

Speaker speaker_0: So the way that a company policy works, it means that those are the rules set in stone by the company that you're working with. Once again, Surge Staffing has a company policy of auto-enrolling their members into a new medical preventative care plan, which is what you were enrolled into. As well as the account administrator, we don't have power over the auto-enrollment. The only way that we could have possibly assisted you with that is if you had called in to decline auto-enrollment. Since there was no request to decline it, their system enrolled you into it. I understand the dislike of it and the unpleasantness of it, but unfortunately there wasn't anything that we could do since we did not receive any requests to stop it.

Speaker speaker_1: Fine, as long as it gets canceled.

Speaker speaker_0: Yes, sir. It will within that one to two weeks.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: You too.