

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, I need to opt out. Uh, I work... I have my own insurance and I, I didn't realize that by leaving it blank that you guys automatically took it as a yes for my insurance from Surge Staffing. I need to opt out of that- Mm-hmm. ... so I don't get it taken out of my check no more. Understood. What are the last four of your social and your last name? Robinson. 1787. And for security purposes, can you please verify your mailing address and date of birth? Uh, well, it should be 853 Linden Avenue, Washington Courthouse, Ohio 43160, 7/27/1982. Do we have a different address on file? We have 204 West Temple Street. I moved to 853 Linden Avenue. Correct? Oh, okay. Sure. You have two... You have two... Yeah, you have 204 West Temple. I moved to 853 Linden Avenue. And is it going to be... I apologize. Is it going to be the City of Washington Courthouse? Yes. That's where I live. All right. And then I have your best phone number, 220-241-0464? Yes. And the last thing to verify is your email is down as curtisrobbins866@gmail.com? Correct. And for the purpose of the line being recorded, you say that you would like to cancel the benefits with Surge Staffing, correct? Yes. All right. I've put in the request. Please be advised that cancellations do take seven to 10 business days to process through. There's a small possibility you may experience one to two deductions while it's being canceled. I also did want to answer the fact that you said you left it blank, but it was taken as a yes. Yeah. So the reason why you are still enrolled into a benefit plan that you had not asked for is 'cause Surge has a company policy. All of their new hires get auto-enrolled into that medical preventative care plan- Okay. ... which is what I just canceled for you. Okay. So, so you guys... If, if it takes two more out, you guys gonna refund me my money since I'm opting out today? That's what I wanna know. I don't- We wouldn't be able to, unfortunately, 'cause the auto-enrollment happened. It's your company policy. Okay. But now that I'm canceling it today on Friday, so next Friday, uh, you guys shouldn't take it out my check. Or the next Friday. That's all I'm saying. If you take it out two more times after, after today, then you should be able to reimburse me. I understand. I do understand. But you're taking money that's not... It don't belong to you no more 'cause I'm opting out right now. So unfortunately, we wouldn't be able to reimburse those two deductions 'cause the cancellation process takes seven to 10 business days. There isn't any way to expedite it. Yeah, so you guys just keep getting money for no reason. Okay, I understand. Just X your eye and ball for there, please. Understood. Have a wonderful rest of your day. Make sure to... Make sure it's canceled. Yeah, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, I need to opt out. Uh, I work... I have my own insurance and I, I didn't realize that by leaving it blank that you guys automatically took it as a yes for my insurance from Surge Staffing. I need to opt out of that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... so I don't get it taken out of my check no more.

Speaker speaker_1: Understood. What are the last four of your social and your last name?

Speaker speaker_2: Robinson. 1787.

Speaker speaker_1: And for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Uh, well, it should be 853 Linden Avenue, Washington Courthouse, Ohio 43160, 7/27/1982.

Speaker speaker_1: Do we have a different address on file?

Speaker speaker_2: We have 204 West Temple Street. I moved to 853 Linden Avenue. Correct?

Speaker speaker_1: Oh, okay. Sure.

Speaker speaker_2: You have two... You have two... Yeah, you have 204 West Temple. I moved to 853 Linden Avenue.

Speaker speaker_1: And is it going to be... I apologize. Is it going to be the City of Washington Courthouse?

Speaker speaker_2: Yes. That's where I live.

Speaker speaker_1: All right. And then I have your best phone number, 220-241-0464?

Speaker speaker_2: Yes.

Speaker speaker_1: And the last thing to verify is your email is down as curtisrobbins866@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: And for the purpose of the line being recorded, you say that you would like to cancel the benefits with Surge Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I've put in the request. Please be advised that cancellations do take seven to 10 business days to process through. There's a small possibility you may

experience one to two deductions while it's being canceled. I also did want to answer the fact that you said you left it blank, but it was taken as a yes.

Speaker speaker_2: Yeah.

Speaker speaker_1: So the reason why you are still enrolled into a benefit plan that you had not asked for is 'cause Surge has a company policy. All of their new hires get auto-enrolled into that medical preventative care plan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... which is what I just canceled for you.

Speaker speaker_2: Okay. So, so you guys... If, if it takes two more out, you guys gonna refund me my money since I'm opting out today? That's what I wanna know. I don't-

Speaker speaker_1: We wouldn't be able to, unfortunately, 'cause the auto-enrollment happened. It's your company policy.

Speaker speaker_2: Okay. But now that I'm canceling it today on Friday, so next Friday, uh, you guys shouldn't take it out my check. Or the next Friday. That's all I'm saying. If you take it out two more times after, after today, then you should be able to reimburse me.

Speaker speaker_1: I understand. I do understand.

Speaker speaker_2: But you're taking money that's not... It don't belong to you no more 'cause I'm opting out right now.

Speaker speaker_1: So unfortunately, we wouldn't be able to reimburse those two deductions 'cause the cancellation process takes seven to 10 business days. There isn't any way to expedite it.

Speaker speaker_2: Yeah, so you guys just keep getting money for no reason. Okay, I understand. Just X your eye and ball for there, please.

Speaker speaker_1: Understood. Have a wonderful rest of your day.

Speaker speaker_2: Make sure to... Make sure it's canceled. Yeah, you too.