

## **Transcript: Franchesca**

**Baez-6408651827494912-5019350166323200**

### **Full Transcript**

Thank you for calling the Department of Health and Wellness from Careca. How can I assist today? Yes. Uh, my name is, uh, Cameron Casket, and, uh, I'm looking for a staffing company, Surge. And, uh, I just noticed that I was having money taken out, uh, they said it was due to an insurance and they gave me this number to call, because I didn't authorize to even sign up for insurance. And this is Sarah. Were you looking for the information of that plan or to cancel it? Yes, to cancel it. I'm sorry? Yes, I would like to have it canceled. Okay. What are the last four of your Social? 2157. Could you verify your mailing address and date of birth? 573 Rye Canyon Drive, Antioch, Tennessee 37013. Date of birth, August 27, 1982. I have best contact, 615-955-5301, with the email of first initial, last name, 40a@gmail.com. Yes, 40a@gmail.com. All right. And for the purpose of this line being recorded, you said you would like to cancel coverage with Surge Staffing, correct? Yes. All right. So the cancellation has been requested. Please keep in mind, cancellations take seven to ten business days to process, and you may experience one or two more deductions. Okay. Will I- Now, in regards to- Will I have a refund or the deduction? No, sir. I'm just about to go into the reason why there will be no reimbursement. As far as to where the enrollment itself came from, your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan. Due to the fact that we did not receive any declination or you opting out of it, you were still enrolled into it. Because it is part of your company policy, we're not able to issue a reimbursement for it. We do apologize for the inconvenience. Okay. All right, that's fine. I was asking... Was there any other information I can provide to you today? Oh, no, that's good. Thanks a lot. Of course, have a great day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling the Department of Health and Wellness from Careca. How can I assist today?

Speaker speaker\_1: Yes. Uh, my name is, uh, Cameron Casket, and, uh, I'm looking for a staffing company, Surge. And, uh, I just noticed that I was having money taken out, uh, they said it was due to an insurance and they gave me this number to call, because I didn't authorize to even sign up for insurance.

Speaker speaker\_0: And this is Sarah. Were you looking for the information of that plan or to cancel it?

Speaker speaker\_1: Yes, to cancel it.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Yes, I would like to have it canceled.

Speaker speaker\_0: Okay. What are the last four of your Social?

Speaker speaker\_1: 2157.

Speaker speaker\_0: Could you verify your mailing address and date of birth?

Speaker speaker\_1: 573 Rye Canyon Drive, Antioch, Tennessee 37013. Date of birth, August 27, 1982.

Speaker speaker\_0: I have best contact, 615-955-5301, with the email of first initial, last name, 40a@gmail.com.

Speaker speaker\_1: Yes, 40a@gmail.com.

Speaker speaker\_0: All right. And for the purpose of this line being recorded, you said you would like to cancel coverage with Surge Staffing, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So the cancellation has been requested. Please keep in mind, cancellations take seven to ten business days to process, and you may experience one or two more deductions.

Speaker speaker\_1: Okay. Will I-

Speaker speaker\_0: Now, in regards to-

Speaker speaker\_1: Will I have a refund or the deduction?

Speaker speaker\_0: No, sir. I'm just about to go into the reason why there will be no reimbursement. As far as to where the enrollment itself came from, your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan. Due to the fact that we did not receive any declination or you opting out of it, you were still enrolled into it. Because it is part of your company policy, we're not able to issue a reimbursement for it. We do apologize for the inconvenience.

Speaker speaker\_1: Okay. All right, that's fine. I was asking...

Speaker speaker\_0: Was there any other information I can provide to you today?

Speaker speaker\_1: Oh, no, that's good. Thanks a lot.

Speaker speaker\_0: Of course, have a great day.