

## **Transcript: Justin**

**Mills-4537101824081920-6226825106210816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occurs. This is Justin. How can I help you today? Hey, good afternoon, Justin. My name is Autumn Echols, and, um, I was informed that you all have me on this benefit plan and I just wanna opt out. Okay, we just have to get you- I work for Surge. Okay, Surge... And the last four of your social? 7500. You said Autumn Echols? Yes, sir. And for security purposes, can you verify your home address, including city, state and zip code, Autumn? 2427 Caseta Road, um, Apartment 23, um, Columbus, Georgia 31906- um, 31903. Uh, looks like I have a different address on file. Mm... I don't understand how that could be, uh, that- Okay, confirm your full social number. ... could be my address 551-55-7500. So the address we had on file is 200 16th Street in Phoenix City, Alabama. I'm not understanding that. When I, when I applied for this job, I used my current address. So someone, someone hasn't updated that information with my current information 'cause I, I- Okay, what's your current address? 2427 Caseta Road, Apartment 23, Columbus, Georgia 31903. Excuse me. And confirm your date of birth. January 10th, 1979. And a good telephone number has 540-8932? That's 560-9381. And just to confirm 560-9381? That is correct. Okay. Um, so let's see here. So looks like Surge auto- went ahead and auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but I do wanna let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Autumn? Okay. Uh, is there, is there a possibility that I, I can be reimbursed since that, that wasn't my option? Um, so unfortunately reimbursement isn't possible. Um, I would reach out to Surge Staffing regarding that since they're... it's a policy through them. You said I need to reach out to Surge or you all are going to? Correct. You said you all are going to. Uh, no, ma'am. You would need to reach out to Surge Staffing. It's a Surge policy. They automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck. Okay. Okay, well, thank you so much, Justin. You've been great. You're welcome. You have a great weekend, okay, Autumn? Yes, do- you do the same. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Occurs. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, good afternoon, Justin. My name is Autumn Echols, and, um, I was informed that you all have me on this benefit plan and I just wanna opt out.

Speaker speaker\_1: Okay, we just have to get you-

Speaker speaker\_2: I work for Surge.

Speaker speaker\_1: Okay, Surge... And the last four of your social?

Speaker speaker\_2: 7500.

Speaker speaker\_1: You said Autumn Echols?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Autumn?

Speaker speaker\_2: 2427 Caseta Road, um, Apartment 23, um, Columbus, Georgia 31906-um, 31903.

Speaker speaker\_1: Uh, looks like I have a different address on file.

Speaker speaker\_2: Mm... I don't understand how that could be, uh, that-

Speaker speaker\_1: Okay, confirm your full social number.

Speaker speaker\_2: ... could be my address 551-55-7500.

Speaker speaker\_1: So the address we had on file is 200 16th Street in Phoenix City, Alabama.

Speaker speaker\_2: I'm not understanding that. When I, when I applied for this job, I used my current address. So someone, someone hasn't updated that information with my current information 'cause I, I-

Speaker speaker\_1: Okay, what's your current address?

Speaker speaker\_2: 2427 Caseta Road, Apartment 23, Columbus, Georgia 31903. Excuse me.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: January 10th, 1979.

Speaker speaker\_1: And a good telephone number has 540-8932?

Speaker speaker\_2: That's 560-9381.

Speaker speaker\_1: And just to confirm 560-9381?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay. Um, so let's see here. So looks like Surge auto- went ahead and auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but I do

wanna let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Autumn?

Speaker speaker\_2: Okay. Uh, is there, is there a possibility that I, I can be reimbursed since that, that wasn't my option?

Speaker speaker\_1: Um, so unfortunately reimbursement isn't possible. Um, I would reach out to Surge Staffing regarding that since they're... it's a policy through them.

Speaker speaker\_2: You said I need to reach out to Surge or you all are going to?

Speaker speaker\_1: Correct.

Speaker speaker\_2: You said you all are going to.

Speaker speaker\_1: Uh, no, ma'am. You would need to reach out to Surge Staffing. It's a Surge policy. They automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck.

Speaker speaker\_2: Okay. Okay, well, thank you so much, Justin. You've been great.

Speaker speaker\_1: You're welcome. You have a great weekend, okay, Autumn?

Speaker speaker\_2: Yes, do- you do the same.

Speaker speaker\_1: Thank you. Bye-bye.