

## Transcript: Justin

**Mills-4692218681016320-6001749780381696**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Shannon Butler calling. Yeah, I had a quick question. Um, I'm working for Surge right now, and I... on my checks, they've been deducting, uh, like, 15-something for you gu- from you guys, or for you guys. Um, I was just wondering what that is and how do I stop that? Um, yeah, well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, unless they give us at Benefits in a Card a call to opt out of the benefit. So, that's probably what you're seeing on your pay stub. Yeah. Yeah, I already have insurance. I... I already have health insurance. They never asked. Um, and my supervisor just informed me on that today. Um, and yeah, she was like, "Why... What's this, uh, what's this, uh, Met- Max," whatever the, the term is, "uh, it's charging you \$15 and something every, every check." I'm like, "I don't know." And, uh, I remember I got a text from Surge saying, "Congratulations on being with Surge. Uh, some of you been opted... You've been enrolled in this. You have 30 days to opt out." And that was on December 18th or something like that. Um, may- maybe longer than that. A lo- Um, but yeah. Yes, sir. So, that's probably what happened. Surge auto-enrolled you into the medical plan. Um, I do know that was in your onboarding paperwork whenever you signed up for Surge Staffing. However, let me try pulling your file to actually confirm that for you. What's the last four of your Social? 7738. And what was your first and last name? First name, Shannon. Last name, Butler. B-U-T-L-E-R. And for security purposes, can you verify your home address, including city, state and zip code, Shannon? Yeah. 333 West Center Street, Marion, Ohio 43302. Uh- And a good telephone number. Apartment number I. Uh, 03/22/1990. And a good telephone number. Have a 740-602-4103? Correct. And the email has this guitarboybutler at Gmail? Correct. Okay. So, yes, sir, looking at the file, looks like Surge auto-enrolled you into that medical plan. Um- Okay. However, I can go ahead and cancel it for you. Um, but I do wanna let you know there was a pending request sent for enrollment. So, once I do cancel it, after that first deduction you did experience, you shouldn't experience any more deductions after that. Okay, sweet. Um- Okay. Well, other than that- Yeah. ... you need anything else I can help you out with today? No, it says something about a card on the... when I called. Um, that's, that's obviously probably an insurance card. It said Benefits Card. Yes, sir. So, that's the insurance card that you, uh, eventually received since you had that first deduction come off your check. Yeah, I haven't received no card from 'em. Um, and is there any way... So, that's, that's just health insurance, right? There's no way to get a refund for any of that? Correct. Unfortunately, no, sir. That's a joke. Okay, cool. Well, I'm glad I caught that, then, 'cause I... Yeah, I don't need to pay into insurance when I'm already paying, you know, my own insurance. Totally understand. All right. Is there anything else I could help you out with

today, Shannon? Uh, no, that, that'd be it. Awesome. Well, thank you. But if anything... if it happens again, if anything else happens, I'll give you guys a call. Awesome. Well, you have a wonderful day, okay? Yeah, you too, man. Thanks. All right, bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. This is Shannon Butler calling. Yeah, I had a quick question. Um, I'm working for Surge right now, and I... on my checks, they've been deducting, uh, like, 15-something for you gu- from you guys, or for you guys. Um, I was just wondering what that is and how do I stop that?

Speaker speaker\_1: Um, yeah, well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, unless they give us at Benefits in a Card a call to opt out of the benefit. So, that's probably what you're seeing on your pay stub.

Speaker speaker\_2: Yeah. Yeah, I already have insurance. I... I already have health insurance. They never asked. Um, and my supervisor just informed me on that today. Um, and yeah, she was like, "Why... What's this, uh, what's this, uh, Met- Max," whatever the, the term is, "uh, it's charging you \$15 and something every, every check." I'm like, "I don't know." And, uh, I remember I got a text from Surge saying, "Congratulations on being with Surge. Uh, some of you been opted... You've been enrolled in this. You have 30 days to opt out." And that was on December 18th or something like that. Um, may- maybe longer than that. A lo- Um, but yeah.

Speaker speaker\_1: Yes, sir. So, that's probably what happened. Surge auto-enrolled you into the medical plan. Um, I do know that was in your onboarding paperwork whenever you signed up for Surge Staffing. However, let me try pulling your file to actually confirm that for you. What's the last four of your Social?

Speaker speaker\_2: 7738.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: First name, Shannon. Last name, Butler. B-U-T-L-E-R.

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

Speaker speaker\_2: Yeah. 333 West Center Street, Marion, Ohio 43302. Uh-

Speaker speaker\_1: And a good telephone number.

Speaker speaker\_2: Apartment number I. Uh, 03/22/1990.

Speaker speaker\_1: And a good telephone number. Have a 740-602-4103?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email has this guitarboybutler at Gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So, yes, sir, looking at the file, looks like Surge auto-enrolled you into that medical plan. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: However, I can go ahead and cancel it for you. Um, but I do wanna let you know there was a pending request sent for enrollment. So, once I do cancel it, after that first deduction you did experience, you shouldn't experience any more deductions after that.

Speaker speaker\_2: Okay, sweet. Um-

Speaker speaker\_1: Okay. Well, other than that-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... you need anything else I can help you out with today?

Speaker speaker\_2: No, it says something about a card on the... when I called. Um, that's, that's obviously probably an insurance card. It said Benefits Card.

Speaker speaker\_1: Yes, sir. So, that's the insurance card that you, uh, eventually received since you had that first deduction come off your check.

Speaker speaker\_2: Yeah, I haven't received no card from 'em. Um, and is there any way... So, that's, that's just health insurance, right? There's no way to get a refund for any of that?

Speaker speaker\_1: Correct. Unfortunately, no, sir.

Speaker speaker\_2: That's a joke. Okay, cool. Well, I'm glad I caught that, then, 'cause I... Yeah, I don't need to pay into insurance when I'm already paying, you know, my own insurance.

Speaker speaker\_1: Totally understand.

Speaker speaker\_2: All right.

Speaker speaker\_1: Is there anything else I could help you out with today, Shannon?

Speaker speaker\_2: Uh, no, that, that'd be it.

Speaker speaker\_1: Awesome. Well, thank you.

Speaker speaker\_2: But if anything... if it happens again, if anything else happens, I'll give you guys a call.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Yeah, you too, man. Thanks.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye.