

Transcript: Justin

Mills-5061206071001088-6227557288460288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. So, um, I've been, like, working through Surge, um, for, you know, my job, and, um, so it was until this time that I got charged with, like, insurance. And I never... I was never told anything about insurance, and they told me I can call this number to cancel it so it doesn't charge me, like, on my paycheck. Yeah. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, um, so that's probably what happened. However, I can pull your file for you to confirm that. What's the last four of your Social? Um... Hold up, give me a second. Um... The last four digits of my Social is 9573. And your first and last name? Diana Comparro. And for security purposes, could you verify the home address, including city, state and ZIP code? Okay. It's 301 Sequoia Drive Northeast Lot 85 in Fort Payne, Alabama 35967. And your date of birth? April 19th, 2006. And a good telephone number has 256-516-8712? Yes, sir. And the email I have is Diannelle... DianaLamuz77@icloud? Is that right? Yes, sir. Okay, so yes. So, looking at the file, it does look like Surge Staffing does... did automatically enroll you into that medical plan. However, I'll go ahead and cancel it for you. But I do want to 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 deductions, but after that, you should be officially canceled. Okay, Diana? Oh, okay. That's good. Okay. Well, is there anything else I can help you out with today? No, I think I'm good. Thank you. You're welcome. You have a great day, okay? You too. All right, 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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. So, um, I've been, like, working through Surge, um, for, you know, my job, and, um, so it was until this time that I got charged with, like, insurance. And I never... I was never told anything about insurance, and they told me I can call this number to cancel it so it doesn't charge me, like, on my paycheck.

Speaker speaker_1: Yeah. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, um, so that's probably what happened. However, I can pull your file for you to confirm that. What's the last four of your Social?

Speaker speaker_2: Um... Hold up, give me a second. Um... The last four digits of my Social is 9573.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Diana Comparro.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and ZIP code?

Speaker speaker_2: Okay. It's 301 Sequoia Drive Northeast Lot 85 in Fort Payne, Alabama 35967.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: April 19th, 2006.

Speaker speaker_1: And a good telephone number has 256-516-8712?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is Diannelle... DianaLamuz77@icloud? Is that right?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so yes. So, looking at the file, it does look like Surge Staffing does... did automatically enroll you into that medical plan. However, I'll go ahead and cancel it for you. But I do want to 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 deductions, but after that, you should be officially canceled. Okay, Diana?

Speaker speaker_2: Oh, okay. That's good.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: No, I think I'm good. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.