

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, Justin. My name's Ricky Kirk. I work for, uh, Surge out of Scottsboro, Alabama. Okay. And, uh, there was some little tokens come out of my check this week for \$15.15. And the lady told me it was for some kind of insurance. Yeah. Um, so I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after the first paycheck. However, let me try pulling your file to confirm everything for you. Okay. Um, so Surge Staffing you said? Yeah. But I don't- I don't need this- What's the last four- ... because I have insurance on my own. Totally understand. Okay. Um, what's the last four of your Social so I can pull your file for you? 5535. And what was your first and last name? Rick Kirk. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Kirk? It's, uh, 906 Knot Street, Bridgeport, Alabama, 35740. And confirm your date of birth. 06/09/57. And a good telephone number I have is 718-6929? Yes. And the email I have is rickkirk57 at gmail? Yes. Okay. Um, so yes, sir. So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. Um, but I do want to let you know, since you already experienced one deduction, after that you will no longer experience any more deductions. Yeah. I didn't know that that was coming out until I just talked with her about five minutes ago. You know, you think you'd have to replace that money back because I, I didn't put in for no insurance or anything 'cause I have my own insurance. I totally understand that. I totally understand that. Um, so like I said, Surge auto-enrolls their new hires into that medical plan, usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of it. However, looking at your file, you never called to opt out of it so they auto-enrolled you into it anyways. Um, also it showed in, on your onboarding paperwork as well about the auto enrollment. Well- There was an acknowledgement. It wasn't. It talked about when I went over there and got on a computer and got hired and so forth, it was such an aggravation day that day, nothing ever was said about insurance. So, you know, that cost me \$15.15 out of my check this week. I totally understand that, sir. Well, I went ahead and processed that cancellation for you. Um, is there anything else I can assist you with today? Can I not get that money back? Um, unfortunately I would speak to Surge Staffing regarding it, since they were the ones who auto-enrolled you. It's a Surge policy. Oh. Well, they said I've got to talk to you, so... Okay. Well, they probably sent you over to us because we are their benefit administrators. However, we do not auto-enroll you into that medical plan. It's Surge Staffing who auto-enrolls their new hires. Oh. So if anything, I would speak to Surge Staffing. Well, it's gone.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, Justin. My name's Ricky Kirk. I work for, uh, Surge out of Scottsboro, Alabama.

Speaker speaker_0: Okay.

Speaker speaker_1: And, uh, there was some little tokens come out of my check this week for \$15.15. And the lady told me it was for some kind of insurance.

Speaker speaker_0: Yeah. Um, so I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after the first paycheck. However, let me try pulling your file to confirm everything for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so Surge Staffing you said?

Speaker speaker_1: Yeah. But I don't- I don't need this-

Speaker speaker_0: What's the last four-

Speaker speaker_1: ... because I have insurance on my own.

Speaker speaker_0: Totally understand. Okay. Um, what's the last four of your Social so I can pull your file for you?

Speaker speaker_1: 5535.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Rick Kirk.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Kirk?

Speaker speaker_1: It's, uh, 906 Knot Street, Bridgeport, Alabama, 35740.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 06/09/57.

Speaker speaker_0: And a good telephone number I have is 718-6929?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is rickkirk57 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so yes, sir. So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. Um, but I do want to let you know, since you already experienced one deduction, after that you will no

longer experience any more deductions.

Speaker speaker_1: Yeah. I didn't know that that was coming out until I just talked with her about five minutes ago. You know, you think you'd have to replace that money back because I, I didn't put in for no insurance or anything 'cause I have my own insurance.

Speaker speaker_0: I totally understand that. I totally understand that. Um, so like I said, Surge auto-enrolls their new hires into that medical plan, usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of it. However, looking at your file, you never called to opt out of it so they auto-enrolled you into it anyways. Um, also it showed in, on your onboarding paperwork as well about the auto enrollment.

Speaker speaker_1: Well-

Speaker speaker_0: There was an acknowledgement.

Speaker speaker_1: It wasn't. It talked about when I went over there and got on a computer and got hired and so forth, it was such an aggravation day that day, nothing ever was said about insurance. So, you know, that cost me \$15.15 out of my check this week.

Speaker speaker_0: I totally understand that, sir. Well, I went ahead and processed that cancellation for you. Um, is there anything else I can assist you with today?

Speaker speaker_1: Can I not get that money back?

Speaker speaker_0: Um, unfortunately I would speak to Surge Staffing regarding it, since they were the ones who auto-enrolled you. It's a Surge policy.

Speaker speaker_1: Oh. Well, they said I've got to talk to you, so...

Speaker speaker_0: Okay. Well, they probably sent you over to us because we are their benefit administrators. However, we do not auto-enroll you into that medical plan. It's Surge Staffing who auto-enrolls their new hires.

Speaker speaker_1: Oh.

Speaker speaker_0: So if anything, I would speak to Surge Staffing.

Speaker speaker_1: Well, it's gone.