

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Yes. Uh, actually, uh, I just found out that my employer enrolled me in the, uh, medical services. I do not want these medical services. All right. What staffing company do you work for? I work through Surge Staffing. All right. What's the last four of your Social? 2556. Your first name? Nathaniel. Say that again? Nathaniel. Last name? Robertson. All right. For security purposes, can you verify your address and date of birth for me? Sure. 996 South Main Street, Apartment 2, Mansfield, Ohio 44907. And you said birthdate? Uh, 06/06/1989. Okay. Thank you, sir... So, yeah, I got a phone number for you. 9982 4865? Yeah. And the email is NRRobertson1989@gmail.com? Yes, it is. Thank you. All right. I've got that canceled for you, Mr. Robertson. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Right. All right. And there's no way for me to recover the money that's already been spent on this, you know? But all of this- No, sir. 'Cause, 'cause sir, I don't enroll you guys into these plans unless y'all decline it. Well, see, I was never even told about it, you know? Uh, I just found out on my pay stub that I was enrolled and I was never asked about medical. I understand, sir. You'll have to reach out to Surge if you are wanting to get a refund. Unfortunately, on our end, we wouldn't be able to do anything with a refund. Okay. Yeah, they're not willing to do shit for me, so I guess they basically just robbed me, you know? Because I signed a waiver saying I don't want any insurance, you know, in October. So I don't even know how they, uh, ended up doing that. So, but all righty. Well, thank you very much. I appreciate you. No problem, Mr. Robertson. I hope you have a great rest of your week, man. You as well. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Yes. Uh, actually, uh, I just found out that my employer enrolled me in the, uh, medical services. I do not want these medical services.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: I work through Surge Staffing.

Speaker speaker_0: All right. What's the last four of your Social?

Speaker speaker_1: 2556.

Speaker speaker_0: Your first name?

Speaker speaker_1: Nathaniel.

Speaker speaker_0: Say that again?

Speaker speaker_1: Nathaniel.

Speaker speaker_0: Last name?

Speaker speaker_1: Robertson.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Sure. 996 South Main Street, Apartment 2, Mansfield, Ohio 44907. And you said birthdate? Uh, 06/06/1989.

Speaker speaker_0: Okay. Thank you, sir... So, yeah, I got a phone number for you. 9982 4865?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email is NRRobertson1989@gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Thank you. All right. I've got that canceled for you, Mr. Robertson. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Right. All right. And there's no way for me to recover the money that's already been spent on this, you know? But all of this-

Speaker speaker_0: No, sir. 'Cause, 'cause sir, I don't enroll you guys into these plans unless y'all decline it.

Speaker speaker_1: Well, see, I was never even told about it, you know? Uh, I just found out on my pay stub that I was enrolled and I was never asked about medical.

Speaker speaker_0: I understand, sir. You'll have to reach out to Surge if you are wanting to get a refund. Unfortunately, on our end, we wouldn't be able to do anything with a refund.

Speaker speaker_1: Okay. Yeah, they're not willing to do shit for me, so I guess they basically just robbed me, you know? Because I signed a waiver saying I don't want any insurance, you know, in October. So I don't even know how they, uh, ended up doing that. So, but all righty. Well, thank you very much. I appreciate you.

Speaker speaker_0: No problem, Mr. Robertson. I hope you have a great rest of your week, man.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: Thank you.