

## **Transcript: Malcolm**

**Nash-5711659861491712-5624887664132096**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, sir. I work for Surge Staffing and I denied any of the benefits because I have private insurance already. And, uh, the last two weeks y'all been taking money out of my check and sent me a card this week. Okay. What's the last four of your social? Three, three, two, seven. First name? Shannon. Last name? Brooks. For security purposes, can you verify your address and date of birth for me? Yeah. 275 Cherokee Dock Road, Lot 1, Lebanon, Tennessee 37087 and my birthday's 4/29/1980. Okay. Excuse me. I got your phone number at 907-7797? Yes, sir. Yeah. I got your email at shannonbrooks58@yahoo.com. That email is no longer working. It logged me out and I can't get back into it, 'cause it was under a old phone number I had. Thanks. What's your new email? Shannonbrooks2019@gmail.com. It says 2019 @gmail.com? Uh-huh. Yeah. I, I got that cancel for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, after two weeks you shouldn't charge anything else. Okay. So you're still going to take money and... I, I denied this to start with, so I don't... I shouldn't even have been paying nothing the last two weeks. I said I didn't want it. So I'm not... On our, on our system it's not showing that you ever declined anything. Who do you... Who did you do that? Did you do that through Surge or did you call us? I done that through Surge. No, I done it through Surge. Okay. I denied it all on their forms. Told them I didn't want insurance, that I already had private health insurance. So we don't have any forms on file or anything from Surge. You would want to reach out to them and see what happened in that scenario. Okay. All right. Well, is there anything else I can help you with today, Ms. Brooks? All right. No, that's it. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, sir. I work for Surge Staffing and I denied any of the benefits because I have private insurance already. And, uh, the last two weeks y'all been taking money out of my check and sent me a card this week.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: Three, three, two, seven.

Speaker speaker\_1: First name?

Speaker speaker\_2: Shannon.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Brooks.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. 275 Cherokee Dock Road, Lot 1, Lebanon, Tennessee 37087 and my birthday's 4/29/1980.

Speaker speaker\_1: Okay. Excuse me. I got your phone number at 907-7797?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Yeah. I got your email at shannonbrooks58@yahoo.com.

Speaker speaker\_2: That email is no longer working. It logged me out and I can't get back into it, 'cause it was under a old phone number I had.

Speaker speaker\_1: Thanks. What's your new email?

Speaker speaker\_2: Shannonbrooks2019@gmail.com.

Speaker speaker\_1: It says 2019 @gmail.com?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Yeah. I, I got that cancel for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, after two weeks you shouldn't charge anything else.

Speaker speaker\_2: Okay. So you're still going to take money and... I, I denied this to start with, so I don't... I shouldn't even have been paying nothing the last two weeks. I said I didn't want it.

Speaker speaker\_1: So I'm not... On our, on our system it's not showing that you ever declined anything. Who do you... Who did you do that? Did you do that through Surge or did you call us?

Speaker speaker\_2: I done that through Surge. No, I done it through Surge.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I denied it all on their forms. Told them I didn't want insurance, that I already had private health insurance.

Speaker speaker\_1: So we don't have any forms on file or anything from Surge. You would want to reach out to them and see what happened in that scenario.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I can help you with today, Ms. Brooks?

Speaker speaker\_2: All right. No, that's it.

Speaker speaker\_1: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: All right. Bye.

Speaker speaker\_1: Bye.