

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. So I work for Staff, Staffing Agency, I think that what it's called. One second. Uh, Surge Staff Agency, right? Uh, when I applied for the company there, I ass- I assume I did some paperwork and I just got my pay stub and realized that there's insurance coming out. But I don't remember sign up for... signing up for a insurance. So the, um, the representative at this location told me to call so I can get it canceled or, or something, 'cause I don't want the insurance. Who do you work for? Uh, Surge Staffing. May I have the last four digits of your Social Security number? 2537. 537... 53? 2537. Oh, sorry. I don't remember the name of what... What is this place called for the insurance? Our, um, company is called Benefits in a Card. Benefits on a Card or in a card? In a card. Oh, in a card. Okay. Let me go now one second. And- Mm-hmm. And, um, what is your first and last name? Latawny Gordon. L-A-T-A-W-N-Y G-O-R-D-O-N. Latowi Gordon? La- Latawny. L-A-T-A-W-N-Y. Gordon. Gordon. G-O-R... Mm-hmm. For security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Okay. 935 Wilmington Avenue, Apartment J450... 45420, December 13, 1989. All right. Thank you for the information. We have a telephone number on file. Uh, 5134000538. Yes. Right. I could go ahead and decline the auto enroll. I mean, I'm sorry, cancel the enrollment. I don't remember doing the en- the enrollment though. That's so strange. Well, when you get... when you're doing your onboarding, um, that's- Mm-hmm. ... when they tell you if you want to cancel that you have enough... a certain amount of time to give us a call or do it online to decline the auto enrollment. Oh, okay. Right. Um, so would I get a email to say that it was canceled? I could request one to be sent out to you, ma'am, if- Yes, please, because I... I really don't have no notification of this in my email. So I was surprised when I saw that deduction coming from my pay. I'm like, "Where is this coming?" You know. Um. Mm-hmm. So we have a email which is your first name at hotmail.com. Yes. Right. So the process of the cancellation, this take one to two weeks for all changes to be processed and you might experience one, um, or two deductions before it's completely canceled. So what happens to those deductions? They... They are refunded. Oh, it's refunded back to my payroll account for me? No. No, ma'am. No, ma'am. Yes, go ahead to Tom. I don't get back the deduction that comes out? No, ma'am. But is it canceled? They are already... Well- Mm-hmm. ... since this was an auto enrollment and like I said, um, you have some amount of time to cancel the enrollment and decline. Unfortunately, the auto enrollment went through and they will not refund the money. Okay, so but if you put in the request for it to be canceled as we speak, you're saying that I'm gonna have two more deduction comes out even though it's... it's being canceled? I can a- assure you it's gonna be... it could be one or two or, or maybe none. But, um, because we don't have access to your payroll. Our part is already done here today then the rest of the process, it will

be through Surge and they are the one that takes the time frame. Oh, so I should go back to Surge and let them block it from coming out for the next payroll? Um, you could... Yes, you could go ahead and call them and let them know that you already called us and, and, and cancel. That's gonna be up to them, you know, how they do the rest. Okay. All right. You said your name was what? So I can make reference and tell, and tell the, um, the em- the person who works there. What was that? I'm sorry. Can you repeat that? Uh, could you remind me of your name so I can just give her a reference for the person that I spoke to that the policy was canceled? Oh, my name is Pamela. Okay. So Pamela. And the request was submitted or it was canceled, but it's up to Surge to ensure that the dedu- the deduction doesn't come out for the next payroll. Yes. Correct? Well, you could let them know that you already canceled with us. When it comes to the deductions, that's up to them and they will let you know how that works, but, um- Okay. ... on our end it's already canceled. Okay. All right. Thank you, Pamela. Wow. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. So I work for Staff, Staffing Agency, I think that what it's called. One second. Uh, Surge Staff Agency, right? Uh, when I applied for the company there, I assumed I did some paperwork and I just got my pay stub and realized that there's insurance coming out. But I don't remember signing up for... signing up for an insurance. So the, um, the representative at this location told me to call so I can get it canceled or, or something, 'cause I don't want the insurance.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: May I have the last four digits of your Social Security number?

Speaker speaker_1: 2537.

Speaker speaker_0: 537... 53?

Speaker speaker_1: 2537.

Speaker speaker_0: Oh, sorry.

Speaker speaker_1: I don't remember the name of what... What is this place called for the insurance?

Speaker speaker_0: Our, um, company is called Benefits in a Card.

Speaker speaker_1: Benefits on a Card or in a card?

Speaker speaker_0: In a card.

Speaker speaker_1: Oh, in a card. Okay. Let me go now one second.

Speaker speaker_0: And-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And, um, what is your first and last name?

Speaker speaker_1: Latawny Gordon. L-A-T-A-W-N-Y G-O-R-D-O-N.

Speaker speaker_0: Latowi Gordon?

Speaker speaker_1: La- Latawny. L-A-T-A-W-N-Y. Gordon.

Speaker speaker_0: Gordon.

Speaker speaker_1: G-O-R... Mm-hmm.

Speaker speaker_0: For security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Okay. 935 Wilmington Avenue, Apartment J450... 45420, December 13, 1989.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file. Uh, 5134000538.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. I could go ahead and decline the auto enroll. I mean, I'm sorry, cancel the enrollment.

Speaker speaker_1: I don't remember doing the en- the enrollment though. That's so strange.

Speaker speaker_0: Well, when you get... when you're doing your onboarding, um, that's-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... when they tell you if you want to cancel that you have enough... a certain amount of time to give us a call or do it online to decline the auto enrollment.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Right.

Speaker speaker_1: Um, so would I get a email to say that it was canceled?

Speaker speaker_0: I could request one to be sent out to you, ma'am, if-

Speaker speaker_1: Yes, please, because I... I really don't have no notification of this in my email. So I was surprised when I saw that deduction coming from my pay. I'm like, "Where is this coming?" You know.

Speaker speaker_0: Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So we have a email which is your first name at hotmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. So the process of the cancellation, this take one to two weeks for all changes to be processed and you might experience one, um, or two deductions before it's completely canceled.

Speaker speaker_1: So what happens to those deductions?

Speaker speaker_0: They... They are refunded.

Speaker speaker_1: Oh, it's refunded back to my payroll account for me?

Speaker speaker_0: No. No, ma'am. No, ma'am.

Speaker speaker_2: Yes, go ahead to Tom.

Speaker speaker_1: I don't get back the deduction that comes out?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: But is it canceled?

Speaker speaker_0: They are already... Well-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... since this was an auto enrollment and like I said, um, you have some amount of time to cancel the enrollment and decline. Unfortunately, the auto enrollment went through and they will not refund the money.

Speaker speaker_1: Okay, so but if you put in the request for it to be canceled as we speak, you're saying that I'm gonna have two more deduction comes out even though it's... it's being canceled?

Speaker speaker_0: I can a- assure you it's gonna be... it could be one or two or, or maybe none. But, um, because we don't have access to your payroll. Our part is already done here today then the rest of the process, it will be through Surge and they are the one that takes the time frame.

Speaker speaker_1: Oh, so I should go back to Surge and let them block it from coming out for the next payroll?

Speaker speaker_0: Um, you could... Yes, you could go ahead and call them and let them know that you already called us and, and, and cancel. That's gonna be up to them, you know, how they do the rest.

Speaker speaker_1: Okay. All right. You said your name was what? So I can make reference and tell, and tell the, um, the em- the person who works there.

Speaker speaker_0: What was that? I'm sorry. Can you repeat that?

Speaker speaker_1: Uh, could you remind me of your name so I can just give her a reference for the person that I spoke to that the policy was canceled?

Speaker speaker_0: Oh, my name is Pamela.

Speaker speaker_1: Okay. So Pamela. And the request was submitted or it was canceled, but it's up to Surge to ensure that the dedu- the deduction doesn't come out for the next payroll.

Speaker speaker_0: Yes.

Speaker speaker_1: Correct?

Speaker speaker_0: Well, you could let them know that you already canceled with us. When it comes to the deductions, that's up to them and they will let you know how that works, but, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on our end it's already canceled.

Speaker speaker_1: Okay. All right. Thank you, Pamela.

Speaker speaker_0: Wow.

Speaker speaker_1: Okay. Bye-bye.