

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits Center Card. My name is Pearl Hooda. This is the person you're speaking with. Uh, Izzuddin Slaton, I-Z-Z-U-D-D-I-N, and my last name is Slaton, S-L-A-T-O-N. And a what business do you? Uh, I work with Surge, and, uh, and I've been here for two and a half months the mail. But I already have an insurance through BlueCross BlueShield Anthem. I would like to see if I can refund the money that they've been taking, 'cause I didn't even know I signed up for it. I mean, they just started taking it out of my check without, uh, verifying it with me. I never signed anything. And I'm not angry or anything, and I'm not trying to take it out on you. I'm just trying to figure out if I can maybe get a refund for the money, 'cause I'm a hard worker at ... Okay, I can, I can take a look at your account and get it, an- and if you are enrolled, well, you know, you were saying you see the deductions, I can cancel it for you. But because of the auto-enrollment program that they, they have, I can't. There's no way to, to refund what was deducted. See, somebody told me that they refunded her money because she did the same thing, and they, they refunded her money back. And can, can you, can you maybe, uh, speak- So, there's different circumstances on, on... It may have been a different st- um, situation with her. That's why they, if they, if they did do a refund, they did it. Um, what are the last four digits of your Social? 9713. Okay, give me one moment. And what is your address and date of birth? 330- Hello? Don't... Yes, can you hear me? I'm sorry, it cut out completely. What was that address? 330 Arrowhead Boulevard, Apartment 50F, Jonesboro, Georgia, 30233. Okay, and your date of birth? 19th, 1989. I'm sorry, it cut out that first half. What is the day and the year? I'm sorry, the day and the month? Au- August 19th. Okay, and I have your phone number as 229-322-1231? Yes, ma'am. Okay. All right, so what it is, is that Surge has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline the coverage, they automatically enroll you. Um, and unfortunately, because you didn't call or didn't decline, you were enrolled, and there's no way for us to do a refund. Well, could you refund for the first month before i- it, it canceled me to refund it? 'Cause I didn't realize it was taken out of my check, and I never signed anything to, to get it taken out. Aren't you supposed to sign something to say, "Hey, can we take out this for insurance?" No, sir, it's an auto-enrollment program that they have. Um, it's something that, that they have to, they show during onboarding. Okay. All right. So that- But I can definitely get accounts for you. Okay, all right. Uh, yes, ma'am, will that, will that mean that this paycheck coming up on Friday will have it deducted out of my check? Or does it, uh, does it, does it mean I'll have my extra \$15 this week? So, so far they've made two deductions. The cancellation process takes one to two weeks to process, so you may see one or two more deductions. After the two, then you won't see any further deductions. Okay, all right. Thank you so much. Have a good day. You as well. Thank you so much for calling. So, you're canceling it right now? Yes, I did go ahead and put that ce- uh, the cancellation

through, and it- like I said, it takes one to two weeks to process. All right, bye-bye. Bye. Oh!

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits Center Card. My name is Pearl Hooda. This is the person you're speaking with.

Speaker speaker_1: Uh, Izzuddin Slaton, I-Z-Z-U-D-D-I-N, and my last name is Slaton, S-L-A-T-O-N.

Speaker speaker_0: And a what business do you?

Speaker speaker_1: Uh, I work with Surge, and, uh, and I've been here for two and a half months the mail. But I already have an insurance through BlueCross BlueShield Anthem. I would like to see if I can refund the money that they've been taking, 'cause I didn't even know I signed up for it. I mean, they just started taking it out of my check without, uh, verifying it with me. I never signed anything. And I'm not angry or anything, and I'm not trying to take it out on you. I'm just trying to figure out if I can maybe get a refund for the money, 'cause I'm a hard worker at ... Okay, I can, I can take a look at your account and get it, an- and if you are enrolled, well, you know, you were saying you see the deductions, I can cancel it for you. But because of the auto-enrollment program that they, they have, I can't. There's no way to, to refund what was deducted. See, somebody told me that they refunded her money because she did the same thing, and they, they refunded her money back. And can, can you, can you maybe, uh, speak-

Speaker speaker_0: So, there's different circumstances on, on... It may have been a different st- um, situation with her. That's why they, if they, if they did do a refund, they did it. Um, what are the last four digits of your Social?

Speaker speaker_1: 9713.

Speaker speaker_0: Okay, give me one moment. And what is your address and date of birth?

Speaker speaker_1: 330-

Speaker speaker_0: Hello?

Speaker speaker_1: Don't... Yes, can you hear me?

Speaker speaker_0: I'm sorry, it cut out completely. What was that address?

Speaker speaker_1: 330 Arrowhead Boulevard, Apartment 50F, Jonesboro, Georgia, 30233.

Speaker speaker_0: Okay, and your date of birth?

Speaker speaker_1: 19th, 1989.

Speaker speaker_0: I'm sorry, it cut out that first half. What is the day and the year? I'm sorry, the day and the month?

Speaker speaker_1: Au- August 19th.

Speaker speaker_0: Okay, and I have your phone number as 229-322-1231?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right, so what it is, is that Surge has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline the coverage, they automatically enroll you. Um, and unfortunately, because you didn't call or didn't decline, you were enrolled, and there's no way for us to do a refund.

Speaker speaker_1: Well, could you refund for the first month before i- it, it canceled me to refund it? 'Cause I didn't realize it was taken out of my check, and I never signed anything to, to get it taken out. Aren't you supposed to sign something to say, "Hey, can we take out this for insurance?"

Speaker speaker_0: No, sir, it's an auto-enrollment program that they have. Um, it's something that, that they have to, they show during onboarding.

Speaker speaker_1: Okay. All right. So that-

Speaker speaker_0: But I can definitely get accounts for you.

Speaker speaker_1: Okay, all right. Uh, yes, ma'am, will that, will that mean that this paycheck coming up on Friday will have it deducted out of my check? Or does it, uh, does it, does it mean I'll have my extra \$15 this week?

Speaker speaker_0: So, so far they've made two deductions. The cancellation process takes one to two weeks to process, so you may see one or two more deductions. After the two, then you won't see any further deductions.

Speaker speaker_1: Okay, all right. Thank you so much. Have a good day.

Speaker speaker_0: You as well. Thank you so much for calling.

Speaker speaker_1: So, you're canceling it right now?

Speaker speaker_0: Yes, I did go ahead and put that ce- uh, the cancellation through, and it-like I said, it takes one to two weeks to process.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye.

Speaker speaker_2: Oh!