

Transcript: Priscilla

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Full Transcript

Good afternoon. Thanks for calling Benefits in Accord. My name is Priscilla. Who do I have the pleasure of speaking to? Yes, my name is Dwight Webb. Yes. I work with a temp service, Surge Temp- Temporary Service. Yeah, and I, and it come to my attention that I'm, I'm getting insurance taken out on my pay. I, I want to cancel that. I don't know how it, how it got started. I wanna cancel it. Okay. If you don't mind giving me that staffing agency once again, and your last four digits of your social, please? Surge Staffing. Surge. Surge? S-U-R-G-E. Yeah, Staffing and my- Your pin? ... last four digits is 4- 4316. Okay. You said the last four? 4316. 4316. Okay. And what's the last name? Webb. W-E-B-B. Bear with me one second. All right. I am, for security purposes and to ensure I'm on the correct file, can you please verify your full address and date of birth, please? 104 Auto Street, Coldwater. Zip code 38618. Birthday 7/11/1963. Okay. Thank you so much. Uh, we have a phone number on file. It's 662-292-2596. Uh, 97 I thought it was 2596. You got 96? 20... I have- What number you say? ... 662. Yes, 662-292-2596. Okay. Yeah, that is it. Yeah, 96. I'm 96. I'm older. Okay. Yeah, you're fine. And then I have a email. Um, tmwebb6@gmail.com. Yes. Okay. Thank you for that information. So, so do they automatically... Do they automatically sign up to a plan or was there something I did when I was filling out the application or whatever, your claim there? Because I got some cards in the mail and I didn't think nothing of it. I'm like, "Well, well that's just something they do." But then I called my former service, you said they was taking, uh... I think you said \$15 a, a week out or something like that. Is that what you're showing? Uh, yes. I'm seeing here you have a deduction on your account that weekly is \$15.16. Um, it gives you- Well, let me ask you this. What do that cover? What do they cover? Do you... I mean, I might leave it there, but what do it cover? Uh, it does... Uh, you have the MEC, Telhar X . Um, Um... Do it cover dental- It would cover... or anything like that? Yes, it does. You have MEC. Let me see if Telhar X does cover. Um, it does cover. It's like a medical... Bear with me one second. I'ma open it right here. Bear with me one second. I'm gonna open it here. Okay. So what it covers here is your screening. They do counseling, supplements, drugs, immunizations. Um, they have a pretty good bit of coverage here as well, uh, vision and dental. Do it cover dental? Uh, do dental? Yes. \$15 cover dental and, um, medi- Medicare. I mean, you know, health. Yes. Uh, let me go here to your account so we can go ahead and check here. I'm gonna go ahead and... Has you ever been sent a, a beneficial guide? No. No. No? Okay. I will go ahead and send that out for you so you can, um, look here. But your plan benefits, what, uh, Surge is offering here, um, it has preventative care, uh, as well as cost-benefit sharing. I'll tell you what. Don't worry about it. Just, just go... Just, just go ahead and cancel it. Can you cancel it? I don't want no more of my money coming out of it. You wanna put a cancellation for it? Yes. So my... It, it shouldn't come out of this, my check for this week then if I cancel- Okay. ... it on Monday. Okay. So since it was automatically enrolled, um,

on here, and to do the cancellation, I can proceed with the cancellation, but it does take at least a week or two, um, more for it to completely, uh- Well, if it takes a week or two, why, why would it take a week or two? They're still taking my money even if I'm not using it. Why would they take 30 more dollars? How come I can't just cancel it? I can't really do... I can't really do much in that side of, uh, the d- the deduction from the company. Well, you need to give me a number and I need to know why are they taking money that I'm... If I'm counting it today, it shouldn't be no... I- if it takes them two weeks to process their end of it, I shouldn't still have to pay for that processing that it take them to do. Yes, but because of company- I don't understand. Because of company policies and because of the, you know, the subscription. Which policies? Well, I need to call... You got a number I can call and- Yeah, our company margin. All right, bear with me one second. ... I need to call someone right now, because it's, that's ridiculous for me to pay two more weeks just, just because it may take them two weeks to cancel it. And I'm, I'm sitting here talking on the phone when all you gotta do is, is put in a cancellation. I didn't sign no lease for so long of a time there. Okay. Bear with me one second. I have somebody we can speak with, all right? You're right. Just as long as they cancel this. I'm out of here. Okay. Hi, Mr. Webb, you still here? Yes. Yes, I'm here. Hey. Yes, sir. Um, I was... I just spoken with, uh, one of the next higher up for me. Um, because of us being... we're just administrators for the company, your sub-company of Surge. And we can only... just because... being administrators for them, we can request the cancellation, but Surge is the one that kee- that makes the final, uh, the final- Not with my money, they don't. If it's coming out of my check, I make that decision. I didn't... I signed up for it. Yes, sir. But- Surge... I want the insurance. This insurance don't... Look, Surge don't... I determine what I'm paying my money to you guys or not. Yeah. Surge ain't paying the money. It's coming out of my check. They've been coming out that I didn't even know until now. A- and enough of it done come out. Yeah, sir, and I completely understand, but- So I don't know what to search. Surge the one told me to call y'all. Surge told me to call y'all. She gave me the number. Okay. Yeah. So why, why, why, why not Surge got to- But we don't have... We don't have the, uh... We, we don't have... We can't, um... We don't have his on, on the, uh, their payroll that's on Surge side. We, we're just administrators. We can't work with that on payroll with Surge. Okay, well, I'm gonna call Surge and, uh, I'm gonna get them to call you guys and y'all cancel this. I'm not gonna pay for something I don't want, never did know I had, and then you tell me take two weeks before they can actually stop it. And in them two weeks, my money still coming off my paper. That's not gonna help. I just... I want to confirm. I'm gonna request here the cancellation and everything, send that out. And like I said, like I was explaining myself, mister, I want to get that on Surge side. It takes one to two weeks. It takes one to two weeks for them- It takes... Well, one, one or two... You'll see one or two more deductions coming out your check. Um- No, that's what I'm not saying. That's why. Because I... Why, why are they taking my money if I don't have the... if I don't want the insurance? I'm canceling it. Why are they gonna take more of my money? As much as I could try to help you in that aspect, I can't stop that. That's on Surge side. So can Surge call and get it canceled? Listen, what is your- Yes, sir. Is, is you the manager? No, sir. Well, I need to speak to somebody, because see, what you telling me is, even though I'm telling you to cancel this, any insurance, you, you don't have no... I have to wait to cancel it. If I'm telling you to cancel, you should be able to call somebody with my Social Security number and said, "Do not... He's not... No longer I'm, in my insurance." Two to one or two weeks, I don't know what that... That's, that's something to do

with anything I'm trying to do. You, you done took three or four of my checks. I don't know how many, before I finally realized they were coming out. I did not sign up for it. Now you telling me to call Surge and tell them, "Can I pl- keep my own money?" This is my money you're taking, not Surge money. No, sir. I- Why the hell it take one to two weeks anyway? It... Wha- wha- wha- why do I take one to two weeks to cancel something? It just takes one... It takes one, uh, you'll, you'll see one or two deductions that probably might be taken out, just depending on the process. Like, like I said, Surge is the one- Okay, we're talking about \$30 of my money. \$30 of my money that may go away. Yes, sir. Like I said, I, I can request that cancellation right now, and it'll completely be- That's what, that's what you... That's what you need to do, could you request that. You can't do it, let me talk to somebody over you that can do it, because this, I'm not- Yes, I, I can request that cancellation, sir. I can do that. But like I said, the one or two deductions, you'll see that before it completely- That's what I don't wanna see. Listen. That's what I'm trying not to do, pay my money to you guys for nothing no more. You keep telling me, "Yes, we gonna take your money for two more weeks, because it takes us that long to calculate," and I may see that. Okay, are they gonna reimburse me is, that, once they take it back? No, they're not. If I didn't sign up for it, how you gonna hold me? Or what's the name of this company anyway? I get a lawyer to look at some of this here. I can't- Okay. Bear with me one second. I'm investing in this- I will transfer you to the supervisor so you can speak. This is a business I'm doing here with your business. This is a business. Here's what we do for a living. Yes. There's nothing I'm not supposed to be doing. And I'm counseling it. How you gonna keep taking my pay? I'll put you on a brief hold so I can transfer you to a higher upper, please. Yeah.

Conversation Format

Speaker speaker_0: Good afternoon. Thanks for calling Benefits in Accord. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Yes, my name is Dwight Webb. Yes. I work with a temp service, Surge Temp- Temporary Service. Yeah, and I, and it come to my attention that I'm, I'm getting insurance taken out on my pay. I, I want to cancel that. I don't know how it, how it got started. I wanna cancel it.

Speaker speaker_0: Okay. If you don't mind giving me that staffing agency once again, and your last four digits of your social, please?

Speaker speaker_1: Surge Staffing. Surge.

Speaker speaker_0: Surge?

Speaker speaker_1: S-U-R-G-E. Yeah, Staffing and my-

Speaker speaker_0: Your pin?

Speaker speaker_1: ... last four digits is 4- 4316.

Speaker speaker_0: Okay. You said the last four?

Speaker speaker_1: 4316.

Speaker speaker_0: 4316. Okay. And what's the last name?

Speaker speaker_1: Webb. W-E-B-B.

Speaker speaker_0: Bear with me one second. All right. I am, for security purposes and to ensure I'm on the correct file, can you please verify your full address and date of birth, please?

Speaker speaker_1: 104 Auto Street, Coldwater. Zip code 38618. Birthday 7/11/1963.

Speaker speaker_0: Okay. Thank you so much. Uh, we have a phone number on file. It's 662-292-2596.

Speaker speaker_1: Uh, 97 I thought it was 2596. You got 96?

Speaker speaker_0: 20... I have-

Speaker speaker_1: What number you say?

Speaker speaker_0: ... 662. Yes, 662-292-2596.

Speaker speaker_1: Okay. Yeah, that is it. Yeah, 96. I'm 96. I'm older.

Speaker speaker_0: Okay. Yeah, you're fine. And then I have a email. Um, tmwebb6@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you for that information.

Speaker speaker_1: So, so do they automatically... Do they automatically sign up to a plan or was there something I did when I was filling out the application or whatever, your claim there? Because I got some cards in the mail and I didn't think nothing of it. I'm like, "Well, well that's just something they do." But then I called my former service, you said they was taking, uh... I think you said \$15 a, a week out or something like that. Is that what you're showing?

Speaker speaker_0: Uh, yes. I'm seeing here you have a deduction on your account that weekly is \$15.16. Um, it gives you-

Speaker speaker_1: Well, let me ask you this. What do that cover? What do they cover? Do you... I mean, I might leave it there, but what do it cover?

Speaker speaker_0: Uh, it does... Uh, you have the MEC, Telhar X . Um, Um...

Speaker speaker_1: Do it cover dental-

Speaker speaker_0: It would cover...

Speaker speaker_1: ... or anything like that?

Speaker speaker_0: Yes, it does. You have MEC. Let me see if Telhar X does cover. Um, it does cover. It's like a medical... Bear with me one second. I'ma open it right here. Bear with

me one second. I'm gonna open it here. Okay. So what it covers here is your screening. They do counseling, supplements, drugs, immunizations. Um, they have a pretty good bit of coverage here as well, uh, vision and dental.

Speaker speaker_1: Do it cover dental? Uh, do dental?

Speaker speaker_0: Yes.

Speaker speaker_1: \$15 cover dental and, um, medi- Medicare. I mean, you know, health.

Speaker speaker_0: Yes. Uh, let me go here to your account so we can go ahead and check here. I'm gonna go ahead and... Has you ever been sent a, a beneficial guide?

Speaker speaker_1: No. No.

Speaker speaker_0: No? Okay. I will go ahead and send that out for you so you can, um, look here. But your plan benefits, what, uh, Surge is offering here, um, it has preventative care, uh, as well as cost-benefit sharing.

Speaker speaker_1: I'll tell you what. Don't worry about it. Just, just go... Just, just go ahead and cancel it. Can you cancel it? I don't want no more of my money coming out of it.

Speaker speaker_0: You wanna put a cancellation for it?

Speaker speaker_1: Yes. So my... It, it shouldn't come out of this, my check for this week then if I cancel-

Speaker speaker_0: Okay.

Speaker speaker_1: ... it on Monday.

Speaker speaker_0: Okay. So since it was automatically enrolled, um, on here, and to do the cancellation, I can proceed with the cancellation, but it does take at least a week or two, um, more for it to completely, uh-

Speaker speaker_1: Well, if it takes a week or two, why, why would it take a week or two? They're still taking my money even if I'm not using it. Why would they take 30 more dollars? How come I can't just cancel it?

Speaker speaker_0: I can't really do... I can't really do much in that side of, uh, the d- the deduction from the company.

Speaker speaker_1: Well, you need to give me a number and I need to know why are they taking money that I'm... If I'm counting it today, it shouldn't be no... I- if it takes them two weeks to process their end of it, I shouldn't still have to pay for that processing that it take them to do.

Speaker speaker_0: Yes, but because of company-

Speaker speaker_1: I don't understand.

Speaker speaker_0: Because of company policies and because of the, you know, the subscription.

Speaker speaker_1: Which policies? Well, I need to call... You got a number I can call and-

Speaker speaker_0: Yeah, our company margin. All right, bear with me one second.

Speaker speaker_1: ... I need to call someone right now, because it's, that's ridiculous for me to pay two more weeks just, just because it may take them two weeks to cancel it. And I'm, I'm sitting here talking on the phone when all you gotta do is, is put in a cancellation. I didn't sign no lease for so long of a time there.

Speaker speaker_0: Okay. Bear with me one second. I have somebody we can speak with, all right?

Speaker speaker_1: You're right. Just as long as they cancel this. I'm out of here.

Speaker speaker_0: Okay. Hi, Mr. Webb, you still here?

Speaker speaker_1: Yes. Yes, I'm here.

Speaker speaker_0: Hey. Yes, sir. Um, I was... I just spoken with, uh, one of the next higher up for me. Um, because of us being... we're just administrators for the company, your sub-company of Surge. And we can only... just because... being administrators for them, we can request the cancellation, but Surge is the one that kee- that makes the final, uh, the final-

Speaker speaker_1: Not with my money, they don't. If it's coming out of my check, I make that decision. I didn't... I signed up for it.

Speaker speaker_0: Yes, sir. But-

Speaker speaker_1: Surge... I want the insurance. This insurance don't... Look, Surge don't... I determine what I'm paying my money to you guys or not.

Speaker speaker_0: Yeah.

Speaker speaker_1: Surge ain't paying the money. It's coming out of my check. They've been coming out that I didn't even know until now. A- and enough of it done come out.

Speaker speaker_0: Yeah, sir, and I completely understand, but-

Speaker speaker_1: So I don't know what to search. Surge the one told me to call y'all. Surge told me to call y'all. She gave me the number.

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: So why, why, why, why not Surge got to-

Speaker speaker_0: But we don't have... We don't have the, uh... We, we don't have... We can't, um... We don't have his on, on the, uh, their payroll that's on Surge side. We, we're just administrators. We can't work with that on payroll with Surge.

Speaker speaker_1: Okay, well, I'm gonna call Surge and, uh, I'm gonna get them to call you guys and y'all cancel this. I'm not gonna pay for something I don't want, never did know I had, and then you tell me take two weeks before they can actually stop it. And in them two weeks, my money still coming off my paper. That's not gonna help.

Speaker speaker_0: I just... I want to confirm. I'm gonna request here the cancellation and everything, send that out. And like I said, like I was explaining myself, mister, I want to get that on Surge side.

Speaker speaker_1: It takes one to two weeks. It takes one to two weeks for them-

Speaker speaker_0: It takes... Well, one, one or two... You'll see one or two more deductions coming out your check. Um-

Speaker speaker_1: No, that's what I'm not saying.

Speaker speaker_0: That's why.

Speaker speaker_1: Because I... Why, why are they taking my money if I don't have the... if I don't want the insurance? I'm canceling it. Why are they gonna take more of my money?

Speaker speaker_0: As much as I could try to help you in that aspect, I can't stop that. That's on Surge side.

Speaker speaker_1: So can Surge call and get it canceled? Listen, what is your-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Is, is you the manager?

Speaker speaker_0: No, sir.

Speaker speaker_1: Well, I need to speak to somebody, because see, what you telling me is, even though I'm telling you to cancel this, any insurance, you, you don't have no... I have to wait to cancel it. If I'm telling you to cancel, you should be able to call somebody with my Social Security number and said, "Do not... He's not... No longer I'm, in my insurance." Two to one or two weeks, I don't know what that... That's, that's something to do with anything I'm trying to do. You, you done took three or four of my checks. I don't know how many, before I finally realized they were coming out. I did not sign up for it. Now you telling me to call Surge and tell them, "Can I pl- keep my own money?" This is my money you're taking, not Surge money.

Speaker speaker_0: No, sir. I-

Speaker speaker_1: Why the hell it take one to two weeks anyway? It... Wha- wha- wha- why do I take one to two weeks to cancel something?

Speaker speaker_0: It just takes one... It takes one, uh, you'll, you'll see one or two deductions that probably might be taken out, just depending on the process. Like, like I said, Surge is the one-

Speaker speaker_1: Okay, we're talking about \$30 of my money. \$30 of my money that may go away.

Speaker speaker_0: Yes, sir. Like I said, I, I can request that cancellation right now, and it'll completely be-

Speaker speaker_1: That's what, that's what you... That's what you need to do, could you request that. You can't do it, let me talk to somebody over you that can do it, because this, I'm not-

Speaker speaker_0: Yes, I, I can request that cancellation, sir. I can do that. But like I said, the one or two deductions, you'll see that before it completely-

Speaker speaker_1: That's what I don't wanna see. Listen. That's what I'm trying not to do, pay my money to you guys for nothing no more. You keep telling me, "Yes, we gonna take your money for two more weeks, because it takes us that long to calculate," and I may see that. Okay, are they gonna reimburse me is, that, once they take it back? No, they're not.

Speaker speaker_2: If I didn't sign up for it, how you gonna hold me? Or what's the name of this company anyway? I get a lawyer to look at some of this here. I can't-

Speaker speaker_3: Okay. Bear with me one second.

Speaker speaker_2: I'm investing in this-

Speaker speaker_3: I will transfer you to the supervisor so you can speak.

Speaker speaker_2: This is a business I'm doing here with your business. This is a business. Here's what we do for a living. Yes. There's nothing I'm not supposed to be doing.

Speaker speaker_3: And I'm counseling it. How you gonna keep taking my pay? I'll put you on a brief hold so I can transfer you to a higher upper, please.

Speaker speaker_2: Yeah.