

Transcript: Sara

Marulanda-4682791895351296-4661732496293888

Full Transcript

Thank you for calling Benefits Connect- Thank you for calling Benefits Connect. My name is Sarah. May I have your name, please? My name is Eric Jones. Hello, Mr. Jones. How may I help you? Um, I don't know my information to give you, but I would like to cancel. Okay. There's a- I didn't even know what this was. I just noticed I had \$15 a week coming out of my check, and I don't- I didn't- For something I didn't sign up for, like I don't even understand. Okay, let me help you with that. First, I'm gonna need the name of the agency that you are working with, the- the staffing company name. Uh, Surge. Surge Staffing. Surge. Okay. And may I have the last four digits of your Social Security number, please? 2690. 2690. Jones. Eric? Yes, ma'am. Jones. Mr. Jones, and just for security purposes, sir, can you please verify your address and date of birth? Uh, 20 Thornton Drive, Fairborn, Ohio, 45324, and July 11th, 1977. Email ericwj1977@gmail.com? Yes, ma'am. And is your phone number 475-9530? No. I changed mine. I have a new number. Which one is your number? Uh, it's 207-1427. 207-1427, you say? Ye- yes, ma'am. Okay, sir. Thank you for that information. I already updated system. And you want to cancel, you said, right? Yes. Okay, let me send the request. Okay, Mr. Jones. Uh, cancellations takes between seven to ten business days. I already sent a request, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. I- I- I don't want any more deductions. What? Sir, I will respond in English. I don't- I don't want any more. I don't want it taken out of my check anymore. I want it canceled. Okay, sir. Can I- Can I explain- If you can't do it, I need to talk to somebody that can. No, no, no. I don't want to give you any more of my money. I don't care if it's only 15. No, if you can't cancel it today, I need to talk to somebody that can. I want it taken off now. Sir, we cannot cancel it, because the check paid that you'll receive next week is from this- this week hours. That was already made. Okay, well... So what? That has nothing to do with you. It doesn't matter. You're gonna take my money just when I'm- I'm canceling it before I get paid. What do you mean? I don't even use your service. I've never even used it. I wanna cancel it now. I don't want no more money coming out of my check. What are you talking about, I gotta wait to cancel? I ain't gotta wait to cancel anything. You can't take my money if I don't use something. I've never even used your service. Not once. So when- When did you start working with Surge? I didn't even know I had it. I didn't even know I had it until five minutes ago. I don't want it. Get it... Don't take no more money out of my check. I'm gonna call a lawyer. I will sue the shit out of you. Sir, um, that's the only thing I can tell you. We don't provide- You did not... I need to talk to your boss. I need to talk to somebody else besides you. Okay, sir. Sure, give me a minute. Let me see if my supervisor is available. Let me put you on hold for a minute, okay? Thank you for holding. This is Christina. Hi, Miss Christina. I- I- I need this canceled. I- I'm not waiting another week. I want it canceled. I didn't even know I had insurance. I've never used it. I don't want it. I- I- I've lost over \$300 as it is, 'cause I've

already paid you over \$300 for something I didn't even know I had. What we can do is, um... Because we're the third-party administrator, so we'll go ahead and put in the request for the cancellation. Um, we just can't guarantee that it'll be canceled right away. So, um, it has to go through a few steps. It'll take... It could take anywhere from one to two more weeks in order for it to actually come through. I- I- I don't want any more money taken out of my check for something I'm not using. I have insurance of my own. I don't need this insurance. I don't want it. I- I've not... I- I've lost over \$300 paying for insurance I didn't even know I had. I understand. Yeah, the- the only thing that we can do here, though, is put in the request for the cancellation. It won't take any- It won't take any more than what has already- Look, if any more money comes... I- I will pay my lawyers the money to- to take this shit to court if any more money comes out of my paycheck. I didn't sign up for this. Well, we'll go ahead and put in the cancel- I got- I got an email saying si... You know, to sign up for insurance. I didn't... I ignored it because I didn't want it. I already had insurance, so I didn't mess with it. I- I- I don't want insurance. I don't want it. I- I- I... Like I said, I've already lost over \$300. I'm- I don't want to lose another five dollars. I don't care how much it is. I don't want to... I don't want no more money taken out of my check. I understand. So we'll go ahead and put the- the notice in. Um, or the request, so to speak. Good. So, um... But I can't guarantee that there won't be more- Well, you need to... You need to put in a note in there and tell 'em, like, if they take more money, they're gonna hear from my lawyer. I will fi... I will pay for the lawyer. I don't care how much it costs. I will pay for the lawyer, because I feel like y'all are stealing from me, because I never signed no paper saying you could take money out of my check. Never signed anything saying you could take any money from me. I never gave you permission for shit. And I'm... I've already lost \$300. I'm not- not- I'm not losing... I don't wanna lose another penny. I- I- I never gave anybody permission to take money out of my check. Never. I can't guarantee that there won't be another deduction, because the only thing that we can do here- All right. ... is put in the request. All right. All right, thank you. You're welcome. Have a good day.

Conversation Format

Speaker None: Thank you for calling Benefits Connect- Thank you for calling Benefits Connect. My name is Sarah. May I have your name, please? My name is Eric Jones. Hello, Mr. Jones. How may I help you? Um, I don't know my information to give you, but I would like to cancel. Okay. There's a- I didn't even know what this was. I just noticed I had \$15 a week coming out of my check, and I don't- I didn't- For something I didn't sign up for, like I don't even understand. Okay, let me help you with that. First, I'm gonna need the name of the agency that you are working with, the- the staffing company name. Uh, Surge. Surge Staffing. Surge. Okay. And may I have the last four digits of your Social Security number, please? 2690. 2690. Jones. Eric? Yes, ma'am. Jones. Mr. Jones, and just for security purposes, sir, can you please verify your address and date of birth? Uh, 20 Thornton Drive, Fairborn, Ohio, 45324, and July 11th, 1977. Email ericwj1977@gmail.com? Yes, ma'am. And is your phone number 475-9530? No. I changed mine. I have a new number. Which one is your number? Uh, it's 207-1427. 207-1427, you say? Ye- yes, ma'am. Okay, sir. Thank you for that information. I already updated system. And you want to cancel, you said, right? Yes. Okay, let me send the request. Okay, Mr. Jones. Uh, cancellations takes between seven to ten

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won't be another deduction, because the only thing that we can do here- All right. ... is put in the request. All right. All right, thank you. You're welcome. Have a good day.