

Transcript: Sara

Marulanda-5777778671009792-6630211534110720

Full Transcript

Thank you for calling... Thank you for calling Benefits and a Card. My name is Sarah. May I have your name, please? Charles Grizzard. G-R-I-Z-Z-A-R-D. Hello, Mr. Grizzard. How may I help you? Uh, I opted out of this insurance that you guys are taking money out of my check for. I don't know how I got back into it. Okay. Let me check that for you. May I have, please, the name of the agency and the last four of your Social? The agency is Surge4396. Thank you very much. Mr. Grizz- Grizzard, and just for security purposes, can you please verify your address and date of birth? 227 Mountain Street. Date of birth, October 7th, 1975. And is your email charlesgrizzard40@gmail.com? Yes, ma'am. And is your phone number... Well, we have two, 740-814-7386 and 220- That's the one. Okay, the other one- No, 74-... Yeah, the first one is the number. The other one, you can erase. Ah, okay. Let me do that for you. Thank you very much. Okay, sir. When did you decline the enrollment? I declined that the day I was, uh, re-certifying my application with Surge. And this money been s- been coming out my check since, uh, I... whenever it started. Okay. You was enrolled on April the 20th... I mean, uh, April 7th this year. Yeah, that's when I renewed my information with Surge, and I opted out of that. How did you opt that out? Uh, did you get a form? They asked me on the computer, "Did you want..." Yeah. It says on the computer, "Do you want the insurance?" And I said, "No." Oh, with Surge? They're on, on their computers, on their system? Yeah. Okay. Let, let me check that here for you. Um... Okay. May I put you on hold just a minute? I have a couple pages here to check. Yeah. Go ahead. I'm here. All right. Okay. I'll be right back with you, sir. Thank you. All right. Hello, Mr. Grizzard? Yes. Thank you for waiting, sir. Okay. Um, I was checking out one of the, the ways they have to opt out. Is the online. You said you did it on the computers and you click where it says No Enrollment, right? Yeah. That you are op-... Okay. Uh, what I'm gonna do... Okay, this is, uh, two things that we're gonna do now. I'm gonna send a cancellation request first. Um, okay. I have to disclose this information to you. Cancellation takes one to two weeks, uh, to complete. After that, there will be no more deductions. So you may see one or two more deductions. But I'm gonna send this to the main office for they to open an investigation and review all the online transactions and declinations and see if yours is there. Okay. Um, I cannot promise you anything because we don't handle Surge's system. We onl- we only handle VIC system. But I'm gonna ask that, ask the people and, and see if they can, um, help us with that. Okay, sir? Okay. All righty. Um, Mr. Grizzard, other than that, is there anything else that I can help you with? No. That'll be all. All righty, sir. So thank you for calling Benefits and a Card. I wish you too have a wonderful day, sir. You too. Appreciate it. Thank you very much. Bye-bye.

Conversation Format

Speaker None: Thank you for calling... Thank you for calling Benefits and a Card. My name is Sarah. May I have your name, please? Charles Grizzard. G-R-I-Z-Z-A-R-D. Hello, Mr. Grizzard. How may I help you? Uh, I opted out of this insurance that you guys are taking money out of my check for. I don't know how I got back into it. Okay. Let me check that for you. May I have, please, the name of the agency and the last four of your Social? The agency is Surge4396. Thank you very much. Mr. Grizz- Grizzard, and just for security purposes, can you please verify your address and date of birth? 227 Mountain Street. Date of birth, October 7th, 1975. And is your email charlesgrizzard40@gmail.com? Yes, ma'am. And is your phone number... Well, we have two, 740-814-7386 and 220- That's the one. Okay, the other one- No, 74-... Yeah, the first one is the number. The other one, you can erase. Ah, okay. Let me do that for you. Thank you very much. Okay, sir. When did you decline the enrollment? I declined that the day I was, uh, re-certifying my application with Surge. And this money been s- been coming out my check since, uh, I... whenever it started. Okay. You was enrolled on April the 20th... I mean, uh, April 7th this year. Yeah, that's when I renewed my information with Surge, and I opted out of that. How did you opt that out? Uh, did you get a form? They asked me on the computer, "Did you want..." Yeah. It says on the computer, "Do you want the insurance?" And I said, "No." Oh, with Surge? They're on, on their computers, on their system? Yeah. Okay. Let, let, let me check that here for you. Um... Okay. May I put you on hold just a minute? I have a couple pages here to check. Yeah. Go ahead. I'm here. All right. Okay. I'll be right back with you, sir. Thank you. All right. Hello, Mr. Grizzard? Yes. Thank you for waiting, sir. Okay. Um, I was checking out one of the, the ways they have to opt out. Is the online. You said you did it on the computers and you click where it says No Enrollment, right? Yeah. That you are op-... Okay. Uh, what I'm gonna do... Okay, this is, uh, two things that we're gonna do now. I'm gonna send a cancellation request first. Um, okay. I have to disclose this information to you. Cancellation takes one to two weeks, uh, to complete. After that, there will be no more deductions. So you may see one or two more deductions. But I'm gonna send this to the main office for they to open an investigation and review all the online transactions and declinations and see if yours is there. Okay. Um, I cannot promise you anything because we don't handle Surge's system. We onl- we only handle VIC system. But I'm gonna ask that, ask the people and, and see if they can, um, help us with that. Okay, sir? Okay. All righty. Um, Mr. Grizzard, other than that, is there anything else that I can help you with? No. That'll be all. All righty, sir. So thank you for calling Benefits and a Card. I wish you too have a wonderful day, sir. You too. Appreciate it. Thank you very much. Bye-bye.