

Transcript: Sara

Marulanda-5833837621460992-5965273049513984

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Willie Tatum. Hello, sir. How may I help you? Um, yes. I think that, uh, I got enrolled into your benefit system but I didn't, I didn't, um, give authorization. I don't know if, if they just went ahead and did it with, I don't know how. Okay, let me check that for you. Um, may I have please the name of the agency that you are working with and the last four of your Social? Surge Staffing. Okay. 874- Thank you very much. Willie Tatum? Yes, ma'am. And, uh, just for security purposes can you please verify your address and date of birth? 2127 7th Street, August 26th, 1989. Email jungfxz@gmail.com? Yes, ma'am. Phone number 706-905-5950? Yes, ma'am. Thank you very much. Okay. Yes, sir, you was auto enrolled on a plan called MEC TeleRx. Um, the way for the declination was by phone but, uh, there was no phone call from you to decline the auto enrollment so Surge ... Oh, well, I would like to decline it if allowing, like I said, I didn't give the authorization. Oh. Oh, okay, your company is already active so, uh, what we can do is a cancellation. Yes, that'll work. Okay. Wait a minute please. Okay, I already sent a cancellation request. Cancellations takes between seven to ten business days so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. All right. You sent it to the email? I'm sorry, you want me to send you a cancellation confirmation? No, I'm asking did you send it to my email? Yes, that's what I'm asking you. Would you like me to send you a cancellation confirmation to your email? Yes, ma'am, if you don't mind. Okay, sir. Sure, I will. Um, that will take between 24 to 48 hours but it will be sent. Yeah. Okay, sir. Other than that is there anything else that I can help you with? Nah, that'd be all. Oh, okay. So have a great day and thank you for calling Benefits in a Cart. Yes, ma'am. Okay, sir. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Willie Tatum. Hello, sir. How may I help you? Um, yes. I think that, uh, I got enrolled into your benefit system but I didn't, I didn't, um, give authorization. I don't know if, if they just went ahead and did it with, I don't know how. Okay, let me check that for you. Um, may I have please the name of the agency that you are working with and the last four of your Social? Surge Staffing. Okay. 874- Thank you very much. Willie Tatum? Yes, ma'am. And, uh, just for security purposes can you please verify your address and date of birth? 2127 7th Street, August 26th, 1989. Email jungfxz@gmail.com? Yes, ma'am. Phone number 706-905-5950? Yes, ma'am. Thank you very much. Okay. Yes, sir, you was auto enrolled on a plan called MEC TeleRx. Um, the way for the declination was by phone but, uh, there was

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