

Transcript: Sara

Marulanda-6262356851736576-5840849646305280

Full Transcript

Thank you for call- thank you for calling Benefits in a Card. My name is Sarah, may I have your name please? Tanya Peoples. Thank you very much. And how may I help you? Yes, ma'am. I got a card in the mail from, um, the, my employer, uh, Surge Staffing- Okay. ... for, uh, insurance. But, um, I wasn't enrolled in the insurance and I'm trying to figure out how to cancel it so I can be reimbursed. Okay, let me check that for you. May I have the last four digits of your Social Security number please? 7767. 7767. Yes. And your, your last name again? Peoples. P-E-O-P-L-E-S. Tanya. Yes. And just for security purposes, ma'am, can you please provide your address and date of birth? Uh, my address is 700 Loop Road, Asheville, Alabama 35953. And my date of birth is August the 14th, 1981. Thank you, ma'am. I need your email. W-w-w.tpeoples2018@gmail.com? No, ma'am. Okay. Yes. It's tpeoples1431@gmail.com. Okay. You said 1431? Yes, ma'am. At gmail dot... Do you want me to leave the website there in the system or not? Uh, yes you can. Okay. Thank you very much. Now, um... Okay, ma'am, you was auto enrolled on MEC, which is a preventive care plan. You were auto enrolled by Surge. Um, once you start working with them by the seco- okay, once you receive your first paycheck you have 30 days from that moment to call, uh, this number to decline or opt out from the auto enrollment. I'm checking here, there is no previous calls for you. I did not know I was enrolled. Well, um, m- we are not the ones that enrolls you, that's Surge. Surge is the one that enrolls you on healthcare coverage. Hey, so this is Alexis. I work for Surge, um, she's in here. She was told by an employee here at Surge that, um- Yeah, I just called- ... she called us to try to find out why her checks were not the way that they were supposed to be coming in. And, um- Ma'am, uh, ma'am. ... someone had called her, but it is not, it's not- Ma'am, hold on. I can't hear you. Ma'am, I can, I cannot hear you. Can you get close to the phone please? Can you hear me now? Okay, yes. You, you can hear me? Yes, now I can. Yes. Okay. Um, so someone at Surge that she spoke to was not able to see that the insurance was coming out of her check for her, so they told her that it was not coming out of her check. Then she came in to get her pay, her last four pay stub and then it was shown that her insurance has been coming out. And now she's trying to get that canceled so that we can get a reimbursement through, um, our HR department. Okay. And who are you? I'm Alexis. I am a talent advisor at Surge. Okay. Um, Ms. Peoples, uh, did you allow me to speak with her about this case? Yes, ma'am. Okay, ma'am. Thank you. Okay, this is the thing. Surgeon Staffing auto enroll the employees after 30 days on he- from their first paycheck. If they don't want to get auto enrolled, they need to give us a call during those 30 days to decline or opt out. So, that's why she was auto enrolled. She does have, she does have the option to opt out now because she has personal insurance and she doesn't need our insurance. I mean, eh, the most I can do is cancel it, but we're not going to make any refunds because on the orientation and the onboarding documentation is, is that information. They has

been told that they need to talk, I mean call us before the 30 days end. Okay. Well, you can go ahead and cancel. Okay. Give me just a minute. Okay, I just sent the cancellation request. Cancellation takes between seven to 10 business days, so she may see one or two more deductions before cancellation complete. After that, there will be no more deductions. So, you can't cancel today for me? I'm sorry, can you repeat that for me please? I, I said you can't cancel today for me? I mean, uh, I send the request. N- I'm not the one who cancel them. I send the request and the main office is the ones that cancel it. Th- this week check or is already made and already has the deduction on. Uh, I'm not sure about the next, eh, the following check because I'm not Surge so we don't handle any of the payments. Um, but yes, um, that's the process for the cancellations. Your coverage is going to be active until, uh, you, you, I mean until the last, eh, deduction. Will I get an email or anything stating that I canceled today? Oh, yes. Yes, of course. Eh, that's a cancellation confirmation. Yes, ma'am, I will send that to you- Yes. I'm just worried about if- ... within 24 hours. Yes, yes, sure. Uh, in the next 24 hours? Y- and then I, it could be in 5 minutes, in 10 minutes or, but there's no time limit. Okay, good. Okay, yes. As long as by the end of the- I just need a cancellation confirmation. Yes, yes. We'll send you a cancellation confirmation. Yes, ma'am. Um, other than that is, eh, there anything else that I can help you with? No. I, if you could, um, make sure that they get it straight away, my cancellation, that main office. E- well, I, I don't have that power. That's the main, the main office, they're the ones that connect with, eh, with your office. And I don't know how- Okay. ... long that takes. I don't know that process, I'm sorry. Okay. All right. No, that, that will be all for today. Thank you. You're more than welcome. Have a wonderful day, you as well, Ms. Peoples, and thank you for calling Benefits in a Card. Mm-hmm. Thank you. Okay, bye.

Conversation Format

Speaker None: Thank you for call- thank you for calling Benefits in a Card. My name is Sarah, may I have your name please? Tanya Peoples. Thank you very much. And how may I help you? Yes, ma'am. I got a card in the mail from, um, the, my employer, uh, Surge Staffing- Okay. ... for, uh, insurance. But, um, I wasn't enrolled in the insurance and I'm trying to figure out how to cancel it so I can be reimbursed. Okay, let me check that for you. May I have the last four digits of your Social Security number please? 7767. 7767. Yes. And your, your last name again? Peoples. P-E-O-P-L-E-S. Tanya. Yes. And just for security purposes, ma'am, can you please provide your address and date of birth? Uh, my address is 700 Loop Road, Asheville, Alabama 35953. And my date of birth is August the 14th, 1981. Thank you, ma'am. I need your email. W-w-w.tpeoples2018@gmail.com? No, ma'am. Okay. Yes. It's tpeoples1431@gmail.com. Okay. You said 1431? Yes, ma'am. At gmail dot... Do you want me to leave the website there in the system or not? Uh, yes you can. Okay. Thank you very much. Now, um... Okay, ma'am, you was auto enrolled on MEC, which is a preventive care plan. You were auto enrolled by Surge. Um, once you start working with them by the seco- okay, once you receive your first paycheck you have 30 days from that moment to call, uh, this number to decline or opt out from the auto enrollment. I'm checking here, there is no previous calls for you. I did not know I was enrolled. Well, um, m- we are not the ones that enrolls you, that's Surge. Surge is the one that enrolls you on healthcare coverage. Hey, so

this is Alexis. I work for Surge, um, she's in here. She was told by an employee here at Surge that, um- Yeah, I just called- ... she called us to try to find out why her checks were not the way that they were supposed to be coming in. And, um- Ma'am, uh, ma'am. ... someone had called her, but it is not, it's not- Ma'am, hold on. I can't hear you. Ma'am, I can, I cannot hear you. Can you get close to the phone please? Can you hear me now? Okay, yes. You, you can hear me? Yes, now I can. Yes. Okay. Um, so someone at Surge that she spoke to was not able to see that the insurance was coming out of her check for her, so they told her that it was not coming out of her check. Then she came in to get her pay, her last four pay stub and then it was shown that her insurance has been coming out. And now she's trying to get that canceled so that we can get a reimbursement through, um, our HR department. Okay. And who are you? I'm Alexis. I am a talent advisor at Surge. Okay. Um, Ms. Peoples, uh, did you allow me to speak with her about this case? Yes, ma'am. Okay, ma'am. Thank you. Okay, this is the thing. Surgeon Staffing auto enroll the employees after 30 days on he- from their first paycheck. If they don't want to get auto enrolled, they need to give us a call during those 30 days to decline or opt out. So, that's why she was auto enrolled. She does have, she does have the option to opt out now because she has personal insurance and she doesn't need our insurance. I mean, eh, the most I can do is cancel it, but we're not going to make any refunds because on the orientation and the onboarding documentation is, is that information. They has been told that they need to talk, I mean call us before the 30 days end. Okay. Well, you can go ahead and cancel. Okay. Give me just a minute. Okay, I just sent the cancellation request. Cancellation takes between seven to 10 business days, so she may see one or two more deductions before cancellation complete. After that, there will be no more deductions. So, you can't cancel today for me? I'm sorry, can you repeat that for me please? I, I said you can't cancel today for me? I mean, uh, I send the request. N- I'm not the one who cancel them. I send the request and the main office is the ones that cancel it. Th- this week check or is already made and already has the deduction on. Uh, I'm not sure about the next, eh, the following check because I'm not Surge so we don't handle any of the payments. Um, but yes, um, that's the process for the cancellations. Your coverage is going to be active until, uh, you, you, I mean until the last, eh, deduction. Will I get an email or anything stating that I canceled today? Oh, yes. Yes, of course. Eh, that's a cancellation confirmation. Yes, ma'am, I will send that to you- Yes. I'm just worried about if- ... within 24 hours. Yes, yes, sure. Uh, in the next 24 hours? Y- and then I, it could be in 5 minutes, in 10 minutes or, but there's no time limit. Okay, good. Okay, yes. As long as by the end of the- I just need a cancellation confirmation. Yes, yes. We'll send you a cancellation confirmation. Yes, ma'am. Um, other than that is, eh, there anything else that I can help you with? No. I, if you could, um, make sure that they get it straight away, my cancellation, that main office. E- well, I, I don't have that power. That's the main, the main office, they're the ones that connect with, eh, with your office. And I don't know how- Okay. ... long that takes. I don't know that process, I'm sorry. Okay. All right. No, that, that will be all for today. Thank you. You're more than welcome. Have a wonderful day, you as well, Ms. Peoples, and thank you for calling Benefits in a Card. Mm-hmm. Thank you. Okay, bye.