

Transcript: Sara

Marulanda-6379266451652608-6683085727285248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please? Hey, uh, yes. This is Brad Edwards. Hello, Mr. Edwards. How may I help you? A text from, um... I got a text on my phone, and, uh, about my insurance, and I don't- Okay. ... I don't want it. You don't want insurance? No, ma'am. Okay. May I have please the name of the agency that you are working with and the last four digits of your Social Security number? Excuse me? Pardon me? What did I say? Yes, may I have the name of the temporary agency that you are working with, and- Search SURG. Searches something, okay. And may I have the last four digits of your Social Security number to locate you in the system? 0607. Thank you very much. And for security purposes, can you please verify your address and date of birth? 131 Row 999 Transam, Mississippi 3862, June 8, 1983. And who am I speaking with? It's Keisha, but he's right here. I'm right here. Okay, sir. Do you authorize Keisha to talk on your behalf? Mm-hmm. Okay, sir. Thank you. Thank you, ma'am. So, is your email keishaknowles@gmail.com? Yes. And phone number 662-790-4452? Yes. Okay, so, um, this, uh... The next question has to be answered by Mr. Brad. Uh, Mr. Brad, do you... Are you calling to cancel your coverage? Uh-huh. Okay, sir. So, I'm going to send a cancellation request. Uh, please, cancellations takes between 7 to 10 business days, so you may see one or two more deductions before cancellation complete. After that, there won't be no more- Yeah, there should be, there should be no deductions because he's never signed up for any. But, eh, did you call us and report to the client involvement center? Well, I mean, he just started. This is his second week of work. So, what the text message said that he would be auto enrolled in 30 days. So, there shouldn't be any deductions. I mean, he's already auto enrolled. No, he's, he's not auto... Go back to the message. How's he auto enrolled? It says, "Congrats on your job. You will be auto enrolled within 30 days." So, no, he shouldn't be auto enrolled. Okay. The hire dates are April 4th, 2024. No, the hire date is two weeks ago. No, he got an assignment two weeks ago, but he might go- Right, but he hasn't worked- ... get the extra work- Right, right. Okay. I'm sorry. I'm sorry, but he hasn't worked since April. Yes, but he just got an assignment. That's when they start, uh, the deductions. He wasn't auto enrolled before because there was no way to make a deductions because there was no assignment. Right, so, so... Okay, that's what I'm saying. Your text message says that he will be auto enrolled within 30 days, so will be means that he shouldn't be auto enrolled. Will be means that he will be auto enrolled in 30 days, so no money should come out of his check for insurance. Well, that is based on the hire date. His hire date is April 4th, 2024. I told, I told them- His hire date is not April. ... in the 20s already. He worked for one week in April, so that can't be continued from April to two weeks ago. I mean, okay, he is enrolled and he was hired by the company on April. The assignments are different. You can have many assignments during the year or just one assignment. Right. So,

when... Okay, so yeah. Okay. So, yeah, when he worked in April, we let, we let them know then that he didn't want it, and we telling you now he don't want it. And it... Your message says that he will be auto enrolled, so if there is any money taken out of his check, it needs to be refunded because he hasn't signed up for any insurance and he, he did this back in April. Okay. He was enrolled on November the 4th. There has been no calls at all in our systems for him- Okay, so there don't need to be any calls. ... regarding his enrollment. Ma'am- All right, but you're cancel- you're canceling it, right? I am sending the cancellation request. I don't cancel it. All right. I'm sending the request for the, for them to cancel it. Okay, so we'll check to see if there's any money been taken out, and if so, we're going to need that back. I'm telling you, ma'am... Okay, this is how that works. It will take seven to eight- I understand what you're saying but... Yes, ma'am. I under- ... okay? I understand what you're saying, but we're just trying to make sure that you're sending us the cancellation. That's all we need is a yes from you on that. I just sent a re- a cancellation request and I- Okay, all right. ... measured it once- Thank you. ... and business days for the cancellation to complete. All right. Okay, thank you. All right.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please? Hey, uh, yes. This is Brad Edwards. Hello, Mr. Edwards. How may I help you? A text from, um... I got a text on my phone, and, uh, about my insurance, and I don't- Okay. ... I don't want it. You don't want insurance? No, ma'am. Okay. May I have please the name of the agency that you are working with and the last four digits of your Social Security number? Excuse me? Pardon me? What did I say? Yes, may I have the name of the temporary agency that you are working with, and- Search SURG. Searches something, okay. And may I have the last four digits of your Social Security number to locate you in the system? 0607. Thank you very much. And for security purposes, can you please verify your address and date of birth? 131 Row 999 Transam, Mississippi 3862, June 8, 1983. And who am I speaking with? It's Keisha, but he's right here. I'm right here. Okay, sir. Do you authorize Keisha to talk on your behalf? Mm-hmm. Okay, sir. Thank you. Thank you, ma'am. So, is your email keishaknowles@gmail.com? Yes. And phone number 662-790-4452? Yes. Okay, so, um, this, uh... The next question has to be answered by Mr. Brad. Uh, Mr. Brad, do you... Are you calling to cancel your coverage? Uh-huh. Okay, sir. So, I'm going to send a cancellation request. Uh, please, cancellations takes between 7 to 10 business days, so you may see one or two more deductions before cancellation complete. After that, there won't be no more- Yeah, there should be, there should be no deductions because he's never signed up for any. But, eh, did you call us and report to the client involvement center? Well, I mean, he just started. This is his second week of work. So, what the text message said that he would be auto enrolled in 30 days. So, there shouldn't be any deductions. I mean, he's already auto enrolled. No, he's, he's not auto... Go back to the message. How's he auto enrolled? It says, "Congrats on your job. You will be auto enrolled within 30 days." So, no, he shouldn't be auto enrolled. Okay. The hire dates are April 4th, 2024. No, the hire date is two weeks ago. No, he got an assignment two weeks ago, but he might go- Right, but he hasn't worked- ... get the

extra work- Right, right. Okay. I'm sorry. I'm sorry, but he hasn't worked since April. Yes, but he just got an assignment. That's when they start, uh, the deductions. He wasn't auto enrolled before because there was no way to make a deductions because there was no assignment. Right, so, so... Okay, that's what I'm saying. Your text message says that he will be auto enrolled within 30 days, so will be means that he shouldn't be auto enrolled. Will be means that he will be auto enrolled in 30 days, so no money should come out of his check for insurance. Well, that is based on the hire date. His hire date is April 4th, 2024. I told, I told them- His hire date is not April. ... in the 20s already. He worked for one week in April, so that can't be continued from April to two weeks ago. I mean, okay, he is enrolled and he was hired by the company on April. The assignments are different. You can have many assignments during the year or just one assignment. Right. So, when... Okay, so yeah. Okay. So, yeah, when he worked in April, we let, we let them know then that he didn't want it, and we telling you now he don't want it. And it... Your message says that he will be auto enrolled, so if there is any money taken out of his check, it needs to be refunded because he hasn't signed up for any insurance and he, he did this back in April. Okay. He was enrolled on November the 4th. There has been no calls at all in our systems for him- Okay, so there don't need to be any calls. ... regarding his enrollment. Ma'am- All right, but you're cancel- you're canceling it, right? I am sending the cancellation request. I don't cancel it. All right. I'm sending the request for the, for them to cancel it. Okay, so we'll check to see if there's any money been taken out, and if so, we're going to need that back. I'm telling you, ma'am... Okay, this is how that works. It will take seven to eight- I understand what you're saying but... Yes, ma'am. I under- ... okay? I understand what you're saying, but we're just trying to make sure that you're sending us the cancellation. That's all we need is a yes from you on that. I just sent a re- a cancellation request and I- Okay, all right. ... measured it once- Thank you. ... and business days for the cancellation to complete. All right. Okay, thank you. All right.