

Transcript: VICTORIA

Taylor-4568412875571200-6647135347064832

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is Vanessa with Surge. I have an employee of ours who tried to cancel her, or unenroll from her Benefits on a Card, and they would not let her. They just told her she would get a packet in the mail. I have her here with me. Um, is there any way we can get her unenrolled because they've already, uh, charged her for two weeks on her last pay? And she already has other insurance. Okay. Um, you said it's Surge Staffing? Yes, ma'am. What's the last four- And then I have, uh, 2397. First name's Judith. 2397? Yes, ma'am. And the first name is Judith. Can you spell that for me? J-U-D-I-T-H. And then I have her last name here I can spell for you as well. Okay. Yes, if you could do that. Yep. N-E-M-E-T-H. Nemeth. Okay. I don't even see that she's enrolled into anything with us. Is she just trying to decline the auto enrollment? Mm-hmm. Okay. Yeah, I mean, I- It doesn't look like it charged from this, on this week. Let me look on the last week one just to ensure. Okay. I don't see a charge for it. I just see where her drug screen and background came out. But, um, I don't know if there's any way just to ensure that she is unenrolled. We would greatly appreciate that. Mm-hmm. Okay. Can I speak with her? Yes. Here she, okay. Okay. This is Victoria from Surge. Hello. Good afternoon, Victoria. Yes? Hi. Um- Hello. I'm yeah. I'm here. Yeah. So do you mind verifying your address and date of birth for me, Judith? Um, it says 19118 State Road 83 Cashion. And my birth is, um, October 18th, 1977. Phone number is 740-294-8668. 8668, yeah. Yeah, right. All right. And then email is, uh, J-U-D-E-S and then B-A-R-R-I-O-N at gmail.com? Yeah. Correct. Okay. And you're wanting to decline the auto enrollment, correct? Yeah, because I, uh, because I already have my insurance. Okay. That's fine. I will go ahead and decline the coverage on my end, and you're good to go from here. Yeah. Thank you so much. Do, do you want to talk to Vanessa still? Hello? Uh, I don't need to. Unless she has a question. Okay, okay. Thanks. Okay. Thank you. You're welcome. Have a good day. Okay. Thank you, Victoria. I appreciate your help. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. This is Vanessa with Surge. I have an employee of ours who tried to cancel her, or unenroll from her Benefits on a Card, and they would not let her. They just told her she would get a packet in the mail. I have her here with me. Um, is there any way we can get her unenrolled because they've already, uh, charged her for two weeks on her last

pay? And she already has other insurance.

Speaker speaker_0: Okay. Um, you said it's Surge Staffing?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What's the last four-

Speaker speaker_1: And then I have, uh, 2397. First name's Judith.

Speaker speaker_0: 2397?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And the first name is Judith. Can you spell that for me?

Speaker speaker_1: J-U-D-I-T-H. And then I have her last name here I can spell for you as well.

Speaker speaker_0: Okay. Yes, if you could do that.

Speaker speaker_1: Yep. N-E-M-E-T-H. Nemeth.

Speaker speaker_0: Okay. I don't even see that she's enrolled into anything with us. Is she just trying to decline the auto enrollment?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Yeah, I mean, I-

Speaker speaker_1: It doesn't look like it charged from this, on this week. Let me look on the last week one just to ensure. Okay. I don't see a charge for it. I just see where her drug screen and background came out. But, um, I don't know if there's any way just to ensure that she is unenrolled. We would greatly appreciate that. Mm-hmm.

Speaker speaker_0: Okay. Can I speak with her?

Speaker speaker_1: Yes. Here she, okay.

Speaker speaker_0: Okay.

Speaker speaker_1: This is Victoria from Surge.

Speaker speaker_2: Hello. Good afternoon, Victoria. Yes?

Speaker speaker_0: Hi. Um-

Speaker speaker_2: Hello. I'm yeah.

Speaker speaker_0: I'm here.

Speaker speaker_2: Yeah.

Speaker speaker_0: So do you mind verifying your address and date of birth for me, Judith?

Speaker speaker_2: Um, it says 19118 State Road 83 Cashion. And my birth is, um, October 18th, 1977.

Speaker speaker_0: Phone number is 740-294-8668.

Speaker speaker_2: 8668, yeah. Yeah, right.

Speaker speaker_0: All right. And then email is, uh, J-U-D-E-S and then B-A-R-R-I-O-N at gmail.com?

Speaker speaker_2: Yeah. Correct.

Speaker speaker_0: Okay. And you're wanting to decline the auto enrollment, correct?

Speaker speaker_2: Yeah, because I, uh, because I already have my insurance.

Speaker speaker_0: Okay. That's fine. I will go ahead and decline the coverage on my end, and you're good to go from here.

Speaker speaker_2: Yeah. Thank you so much. Do, do you want to talk to Vanessa still? Hello?

Speaker speaker_0: Uh, I don't need to. Unless she has a question.

Speaker speaker_2: Okay, okay. Thanks. Okay. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Okay. Thank you, Victoria. I appreciate your help.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.