

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, I was calling because my staffing lady, I'm with Surge, and you guys are, I guess, taking insurance or something out my check. Okay. And I don't want that. She was like, "I can call to stop it, to un-enroll." Because, um, I got a message from y'all, and see, I didn't know because y'all sent this to my old number. So I read the message today and it said something about, "Congrats on your job. You'll be auto enrolled in MEC Telix RX," or something, "within 30 days," or something. And I didn't know that y'all sent the text until I called and asked, like, "Why is my check so short?" And she was like, "You're enrolled into insurance." And then she gave me the number to tell y'all to un-enroll me. Okay. What's the name of the agents do you work for? Surge. And the last four of your Social? 9307. And your first and last name? Marina Holcombe. M-A-R-I-N-A H-O-L-C-O-M-B-E. Okay. Do you mind verifying your address and date of birth? 1633 Beechville Highway, Millbrook, Alabama. And date of birth is June 28th, '02. All right. And phone number is going to be the same one you're calling from? Yes. 334-3200-414. And then email is 2118756MHolcombe@gmail.com? The numbers are 2418756. But everything else is like MHolcombe@gmail.com. But it's just the numbers are 2418756. Okay. I must have said that wrong, but I got it right here. Um, let see. So I can definitely go ahead and put in a request to have it canceled for you. Yes. Please. Now typically a cancellation should take about, um, one to two weeks to be processed through your payroll. Okay. So you very well may see one to two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through, uh, payroll. So, what you saying about that? Can you... I'm sorry, can you break that down? Yeah. So cancellations are not immediate, unfortunately, because it has to be processed through your payroll department. So there's a possibility you'll see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has canceled the enrollment on their end. Okay. And, um, so you did put in a, a notice or something to cancel it, right? Yes. I sent the request to have it canceled for you. Okay. Also, is it taking out the... Uh, she sent me my little... I think this was checked off or something. Was it taking out 73.36? No. Um, so what they take out is a total of \$15.16 a week. Oh, yeah, I see. I see. Okay. Yeah, I see it. Okay. Okay. Thank you. You're welcome. You have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Yes, um, I was calling because my staffing lady, I'm with Surge, and you guys are, I guess, taking insurance or something out my check.

Speaker speaker_0: Okay.

Speaker speaker_1: And I don't want that. She was like, "I can call to stop it, to un-enroll." Because, um, I got a message from y'all, and see, I didn't know because y'all sent this to my old number. So I read the message today and it said something about, "Congrats on your job. You'll be auto enrolled in MEC Telix RX," or something, "within 30 days," or something. And I didn't know that y'all sent the text until I called and asked, like, "Why is my check so short?" And she was like, "You're enrolled into insurance." And then she gave me the number to tell y'all to un-enroll me.

Speaker speaker_0: Okay. What's the name of the agents do you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9307.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Marina Holcombe. M-A-R-I-N-A H-O-L-C-O-M-B-E.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1633 Beechville Highway, Millbrook, Alabama. And date of birth is June 28th, '02.

Speaker speaker_0: All right. And phone number is going to be the same one you're calling from?

Speaker speaker_1: Yes. 334-3200-414.

Speaker speaker_0: And then email is 2118756MHolcombe@gmail.com?

Speaker speaker_1: The numbers are 2418756. But everything else is like MHolcombe@gmail.com. But it's just the numbers are 2418756.

Speaker speaker_0: Okay. I must have said that wrong, but I got it right here. Um, let see. So I can definitely go ahead and put in a request to have it canceled for you.

Speaker speaker_1: Yes. Please.

Speaker speaker_0: Now typically a cancellation should take about, um, one to two weeks to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So you very well may see one to two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through, uh, payroll.

Speaker speaker_1: So, what you saying about that? Can you... I'm sorry, can you break that down?

Speaker speaker_0: Yeah. So cancellations are not immediate, unfortunately, because it has to be processed through your payroll department. So there's a possibility you'll see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has canceled the enrollment on their end.

Speaker speaker_1: Okay. And, um, so you did put in a, a notice or something to cancel it, right?

Speaker speaker_0: Yes. I sent the request to have it canceled for you.

Speaker speaker_1: Okay. Also, is it taking out the... Uh, she sent me my little... I think this was checked off or something. Was it taking out 73.36?

Speaker speaker_0: No. Um, so what they take out is a total of \$15.16 a week.

Speaker speaker_1: Oh, yeah, I see. I see. Okay. Yeah, I see it.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.