

Transcript: VICTORIA

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Full Transcript

Thank you for calling Medicine Center Card. This is Victoria. How can I help you? Hi, Victoria. My name is Jemeda Buckhannon and I work for Surge in, um, Auburn, Alabama. And I don't recall signing up for no benefits, but something is coming out my check, about \$15. Like medical something, and I didn't sign up for anything so I'm trying to figure out why is that. So I know Surge Staffing will automatically enroll members into one of the plans unless you opt out beforehand. I called mine. I could have swore I did, because I would have my own insurance. Okay. Let me pull up your file. Yeah, why I'm being charged for something, because I always opt out anybody insurance because I pay my own. What's the last four of your Social? 3338. And your first and last name? Jemeda Buckhannon. Do you mind verifying your address and date of birth? 6-25-77 1330 Sugar Drive Parkway, Apartment H8, Auburn, Alabama 36832. Okay. And phone number 334-734-3415. Correct. Email is going to be first initial, last name, 7737 at gmail. Correct. Okay. Um, yeah, it looks like you are pending for the auto-enrollment and I don't see where you declined it. Mm, I don't see how because I don't know that I want insurance. So now what I'm ? Yeah. So I can put in a request to have that canceled for you. Okay. Now, I will tell you cancellations typically take about one to two weeks to be processed through payroll. Mm-hmm. Mm-hmm. So there is a possibility you'll see one to two more payroll deductions. Right. Mm-hmm. If you do, it will provide the coverage that you're paying for until the cancellation has been processed through payroll. Mm-hmm. Like I said, I don't see why I said because I know Surge, they do some screwed up stuff, never heard of you not being able to define the account. They automatically cut your deposit. By now you're saying you're automatic enrolled in my insurance. I never heard of that. Because all other stuff I used to, I opt out. You know I need ? Yeah. So again, Surge Staffing will automatically enroll all new hires into that plan unless you opt out beforehand. And they typically do that 30 days from the date of your first check. Now there's two ways you can opt out. You can contact us over the phone- Mm-hmm. ... or you can fill out an enrollment form declining the coverage, which unfortunately- Mm-hmm. ... I don't see that you've called us to opt out and I don't see a enrollment form declining the coverage. Mm-hmm. That's right. I don't, I don't... Every time I was computing, I don't recall about no insurance. That's what I'm saying. But I see what you're saying but I don't recall about insurance. I thought I opted out anybody else. Everyone else has do it. That's what I'm saying. That's never was thought to me that I would need to opt out of any insurance after 30 days. I got a email about it. Yeah, and I call and question about the benefits, but I didn't want it. If I would have knew it the day I called her and told her to opt me out then. That was week or two ago. Okay. Like I said, I mean, we called. Like I said, I don't ask for nothing. I don't get nobody insurance because I pay my own. So that's why I was trying to figure out how you can pay, take it out of somebody's check and you're not going to refund it back. Yeah. So again, Surge Staffing is responsible for informing you of the auto-enrollment.

If they did not, I would speak to them directly about that. Um- I sure will. ... the only thing that I would be able to do on my end is go ahead and put in the request- Mm-hmm. ... to have it canceled. Please do, because I don't want it. Okay. Was there anything else you might need help with? No, that's it. And thank you very much. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Medicine Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name is Jemeda Buckhannon and I work for Surge in, um, Auburn, Alabama. And I don't recall signing up for no benefits, but something is coming out my check, about \$15. Like medical something, and I didn't sign up for anything so I'm trying to figure out why is that.

Speaker speaker_0: So I know Surge Staffing will automatically enroll members into one of the plans unless you opt out beforehand.

Speaker speaker_1: I called mine. I could have swore I did, because I would have my own insurance.

Speaker speaker_0: Okay. Let me pull up your file.

Speaker speaker_1: Yeah, why I'm being charged for something, because I always opt out anybody insurance because I pay my own.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 3338.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jemeda Buckhannon.

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

Speaker speaker_1: 6-25-77 1330 Sugar Drive Parkway, Apartment H8, Auburn, Alabama 36832.

Speaker speaker_0: Okay. And phone number 334-734-3415.

Speaker speaker_1: Correct.

Speaker speaker_0: Email is going to be first initial, last name, 7737 at gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, yeah, it looks like you are pending for the auto-enrollment and I don't see where you declined it.

Speaker speaker_1: Mm, I don't see how because I don't know that I want insurance. So now what I'm ?

Speaker speaker_0: Yeah. So I can put in a request to have that canceled for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, I will tell you cancellations typically take about one to two weeks to be processed through payroll.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: So there is a possibility you'll see one to two more payroll deductions.

Speaker speaker_1: Right. Mm-hmm.

Speaker speaker_0: If you do, it will provide the coverage that you're paying for until the cancellation has been processed through payroll.

Speaker speaker_1: Mm-hmm. Like I said, I don't see why I said because I know Surge, they do some screwed up stuff, never heard of you not being able to define the account. They automatically cut your deposit. By now you're saying you're automatic enrolled in my insurance. I never heard of that. Because all other stuff I used to, I opt out. You know I need ?

Speaker speaker_0: Yeah. So again, Surge Staffing will automatically enroll all new hires into that plan unless you opt out beforehand. And they typically do that 30 days from the date of your first check. Now there's two ways you can opt out. You can contact us over the phone-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... or you can fill out an enrollment form declining the coverage, which unfortunately-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I don't see that you've called us to opt out and I don't see a enrollment form declining the coverage.

Speaker speaker_1: Mm-hmm. That's right. I don't, I don't... Every time I was computing, I don't recall about no insurance. That's what I'm saying. But I see what you're saying but I don't recall about insurance. I thought I opted out anybody else. Everyone else has do it. That's what I'm saying. That's never was thought to me that I would need to opt out of any insurance after 30 days. I got a email about it. Yeah, and I call and question about the benefits, but I didn't want it. If I would have knew it the day I called her and told her to opt me out then. That was week or two ago.

Speaker speaker_0: Okay.

Speaker speaker_1: Like I said, I mean, we called. Like I said, I don't ask for nothing. I don't get nobody insurance because I pay my own. So that's why I was trying to figure out how you can pay, take it out of somebody's check and you're not going to refund it back.

Speaker speaker_0: Yeah. So again, Surge Staffing is responsible for informing you of the auto-enrollment. If they did not, I would speak to them directly about that. Um-

Speaker speaker_1: I sure will.

Speaker speaker_0: ... the only thing that I would be able to do on my end is go ahead and put in the request-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to have it canceled.

Speaker speaker_1: Please do, because I don't want it.

Speaker speaker_0: Okay. Was there anything else you might need help with?

Speaker speaker_1: No, that's it. And thank you very much.

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