

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your call to Surge. This is How can I help you? Yes, ma'am. I received a letter from you all with a card in it, and I called Surge and they say you all was taking \$14 out of my check a week. Okay. Um, let me pull up your file. What's the last four of your Social? 0918. And your first and last name? Frank Suds. Okay. Do you mind verifying your address and date of birth? 7668 4440 Long Court, Bear Brooks, Alabama. And then phone number 334-306-6141? Yes. And email is lastnamefirstname68@gmail? Yes. Okay. Um, yes, so Surge Staffing automatically enrolls members into one of the medical plans, the MEC TeleRX, unless you opt out beforehand, and it does cost... Uh, what you would pay is \$15.16 a week. Well, I don't need it 'cause I got BlueCross BlueShield. Okay. I can put in a request to have it canceled for you. Um, now, typically, cancellations do take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions. If you do, of course- Are they go- Are they gonna return it? No, sir. You would have had to opt out. Well, they didn't tell me that from the beginning though. But they took it right out of my check. Hm. Well, you have me- Yes, so Surge Staffing- ...putting this ... is responsible for informing you of that. Okay. Well, I'm going to call them back. They need to take that out- Yep, so- ... and they need to stop it. Ma'am? I'm sorry. It seems like we might have a delay in the phone call. But I did go ahead and put in the request to have the cancellation processed. Um, so like I said, it typically takes about one to two weeks to be processed through your payroll. Okay. Well, you say you put it in, right? Do you need help with anything else? No, I just need it canceled. Yes, sir. Okay. Yes, so I, I went ahead and sent the request to have it canceled for you. Thank you. You're welcome. Have a good day. You do the same.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... your call to Surge. This is How can I help you?

Speaker speaker_2: Yes, ma'am. I received a letter from you all with a card in it, and I called Surge and they say you all was taking \$14 out of my check a week.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 0918.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Frank Suds.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 7668 4440 Long Court, Bear Brooks, Alabama.

Speaker speaker_1: And then phone number 334-306-6141?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is lastnamefirstname68@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, yes, so Surge Staffing automatically enrolls members into one of the medical plans, the MEC TeleRX, unless you opt out beforehand, and it does cost... Uh, what you would pay is \$15.16 a week.

Speaker speaker_2: Well, I don't need it 'cause I got BlueCross BlueShield.

Speaker speaker_1: Okay. I can put in a request to have it canceled for you. Um, now, typically, cancellations do take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions. If you do, of course-

Speaker speaker_2: Are they go- Are they gonna return it?

Speaker speaker_1: No, sir. You would have had to opt out.

Speaker speaker_2: Well, they didn't tell me that from the beginning though. But they took it right out of my check. Hm. Well, you have me-

Speaker speaker_1: Yes, so Surge Staffing-

Speaker speaker_2: ...putting this ...

Speaker speaker_1: ... is responsible for informing you of that.

Speaker speaker_2: Okay. Well, I'm going to call them back. They need to take that out-

Speaker speaker_1: Yep, so-

Speaker speaker_2: ... and they need to stop it. Ma'am?

Speaker speaker_1: I'm sorry. It seems like we might have a delay in the phone call. But I did go ahead and put in the request to have the cancellation processed. Um, so like I said, it typically takes about one to two weeks to be processed through your payroll.

Speaker speaker_2: Okay. Well, you say you put it in, right?

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_2: No, I just need it canceled.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, so I, I went ahead and sent the request to have it canceled for you.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You do the same.