

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, yes, I enrolled in your insurance and I was not aware of it until today. I don't even know what the insurance covers or what it's for, and I don't want it. Okay, what staffing company do you work with? Surge Staffing. Last four of your Social to locate your files. 8327. Thank you. Your first and last name? Marquita Byrd. Thank you, Ms. Byrd. Could you verify your address and date of birth? 203 Highland Avenue, Aberdeen, Mississippi 39730 and uh, date of birth is 12/23/83. Thank you. Phone on file 662-386-8140? That's correct. Okay. Yeah, Surge Staffing has an automatic enrollment process. It's one of their policies. They should have informed you of this. If they did not, you may want to discuss that with them, um, but we can go ahead and set up a cancellation for you. Please be aware- Okay. What, what, uh, I mean, what kind of insurance is, is this? This like for prescriptions? Uh, so it is preventative care services, things like physicals, vaccines, cancer screenings, um, mammograms, birth control, things like that, as well as a membership to Free RX, which is a prescription program where if it is a covered medication, it is free out of pocket for you. Okay. Does it cover like vision and dental? No, ma'am. Okay. Well, yeah, you can cancel it. All right. As I was stating, cancellation does take one to two weeks to fully process. It's got to go back through Surge's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. But if you see any further, you will not see any more than two at the most. Okay. All right. Anything else? No, that's all. All right. Thanks again for calling and have a good day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Um, yes, I enrolled in your insurance and I was not aware of it until today. I don't even know what the insurance covers or what it's for, and I don't want it.

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Last four of your Social to locate your files.

Speaker speaker_1: 8327.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Marquita Byrd.

Speaker speaker_0: Thank you, Ms. Byrd. Could you verify your address and date of birth?

Speaker speaker_1: 203 Highland Avenue, Aberdeen, Mississippi 39730 and uh, date of birth is 12/23/83.

Speaker speaker_0: Thank you. Phone on file 662-386-8140?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Yeah, Surge Staffing has an automatic enrollment process. It's one of their policies. They should have informed you of this. If they did not, you may want to discuss that with them, um, but we can go ahead and set up a cancellation for you. Please be aware-

Speaker speaker_1: Okay. What, what, uh, I mean, what kind of insurance is, is this? This like for prescriptions?

Speaker speaker_0: Uh, so it is preventative care services, things like physicals, vaccines, cancer screenings, um, mammograms, birth control, things like that, as well as a membership to Free RX, which is a prescription program where if it is a covered medication, it is free out of pocket for you.

Speaker speaker_1: Okay. Does it cover like vision and dental?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Well, yeah, you can cancel it.

Speaker speaker_0: All right. As I was stating, cancellation does take one to two weeks to fully process. It's got to go back through Surge's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. But if you see any further, you will not see any more than two at the most.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: You too.