

## **Transcript: Chris Sofield**

**(deactivated)-5057574821478400-5102280263647232**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, um, I got a card in the mail yesterday and I talked to the temp agency, they said to give you guys a call, to make sure I get that canceled 'cause I don't need it. Okay. What staffing company do you work with? Surge. And the last four of your Social to locate your file? 4939. Thank you. And your first and last name? Nicole Capps. Thank you. Could you verify your address and your date of birth for me? It's 107 North Pike Street, Apartment 26, New Carlisle, Ohio, 45344. And you said my birthday? Yes, ma'am. Uh, March 5th, '82. Thank you. We have a phone number on file of 937-580-5481. Is that correct? Yes. Okay. All right then. Let's see here. Okay, yeah. As you see here- Yeah, I have state next page, so yeah, that would screw everything up. I, I understand, ma'am. So it does look like the, the... Yeah, it was the automatic enrollment that Surge has for all new hires. Um- Uh-huh. ... I'll go ahead and start that cancellation process. Just be aware the cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll teams as well. You may see one or two more deductions providing one or two final weeks of coverage, but you shouldn't see any more than two at the most. That's if you see any at all. Okay. All right, anything else? Well, I don't have access to my pay stubs right now, so I don't know if there would be a deduction or not. Right. Unfortunately, I wouldn't be able to tell you that either. We don't have access to payroll either. Uh, that would be a question for Surge directly. Okay. All right. Anything else? All right. Awesome, thank you. That's it. All right. Thanks again for calling and have a wonderful day. Thanks. You too. Bye-bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, um, I got a card in the mail yesterday and I talked to the temp agency, they said to give you guys a call, to make sure I get that canceled 'cause I don't need it.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four of your Social to locate your file?

Speaker speaker\_2: 4939.

Speaker speaker\_1: Thank you. And your first and last name?

Speaker speaker\_2: Nicole Capps.

Speaker speaker\_1: Thank you. Could you verify your address and your date of birth for me?

Speaker speaker\_2: It's 107 North Pike Street, Apartment 26, New Carlisle, Ohio, 45344. And you said my birthday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Uh, March 5th, '82.

Speaker speaker\_1: Thank you. We have a phone number on file of 937-580-5481. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right then. Let's see here. Okay, yeah. As you see here-

Speaker speaker\_2: Yeah, I have state next page, so yeah, that would screw everything up.

Speaker speaker\_1: I, I understand, ma'am. So it does look like the, the... Yeah, it was the automatic enrollment that Surge has for all new hires. Um-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... I'll go ahead and start that cancellation process. Just be aware the cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll teams as well. You may see one or two more deductions providing one or two final weeks of coverage, but you shouldn't see any more than two at the most. That's if you see any at all.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, anything else?

Speaker speaker\_2: Well, I don't have access to my pay stubs right now, so I don't know if there would be a deduction or not.

Speaker speaker\_1: Right. Unfortunately, I wouldn't be able to tell you that either. We don't have access to payroll either. Uh, that would be a question for Surge directly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: All right. Awesome, thank you. That's it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thanks. You too. Bye-bye.

Speaker speaker\_1: Bye now.