

Transcript: Chris Sofield

(deactivated)-5330656704806912-6205134594850816

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? Yes, my name is Brian Hazelwood. I'm working through Surge Staffing. Mm-hmm. And I noticed my past two paychecks, I've been getting 15 something, there's a change sticking out of my check and I never said I wanted insurance. Okay. That sounds like that could be Surge's automatic enrollment that they set up for all new hires. They should have informed you to get in contact with us to opt out of that before it started. If they didn't- Uh, they didn't. Yeah. If they didn't, you'll want to talk to them about that because that's their policy and- I just called... I just, I just, I just called them. They told me to call you. No, no. I- They just gave me this number. I, I understand that. What I mean is if they didn't tell you about the automatic enrollment in the first place, call them back and talk to them about it, 'cause automatic enrollment's their policy, not ours. What we can do is we can go ahead and cancel it moving forward. I just need to pull your file up in our system to be able to do so. Um, I'm going to need a little bit of information from you, uh, starting with the last four of your Social. 7194. Thank you. One moment. And let's see here. And do I get refunded? Excuse me. All right. Could you verify your address and your date of birth for me, please? 978 Beaumont Avenue, Harrisburg, Kentucky, 40330, 3/17/79. Thank you. Phone on file of looks like 859-374-1040. Is that correct? Yes. Okay. Okay. All right. So we'll go ahead and start a cancellation for you. Um, typically, cancellations do take one to two weeks to fully process. They do have to go back through Surge's payroll teams as well. This can sometimes lead to one or two more deductions providing one or two final weeks of coverage. But if you see any, you wouldn't see two at the mo- or you would only see two at the most. And again, regarding the fact that you were not informed of the automatic enrollment in the first place and anything related to that, you'll want to speak with Surge about that as automatic enrollment is their policy. Yeah. I understand that. I was calling to cancel the policy. Yeah. Yeah. And do I get refunded? Typically, insurance premiums are nonrefundable, but again, given that you were not informed of this in the first place, talk to Surge. Yeah. I'm not s- I'm, I'm not sure if they could do anything or not, but that'd be, that'd be something you'd talk to them about. All right. Thank you. You're welcome. Have a good day.

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: Yes, my name is Brian Hazelwood. I'm working through Surge Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I noticed my past two paychecks, I've been getting 15 something, there's a change sticking out of my check and I never said I wanted insurance.

Speaker speaker_1: Okay. That sounds like that could be Surge's automatic enrollment that they set up for all new hires. They should have informed you to get in contact with us to opt out of that before it started. If they didn't-

Speaker speaker_2: Uh, they didn't.

Speaker speaker_1: Yeah. If they didn't, you'll want to talk to them about that because that's their policy and-

Speaker speaker_2: I just called... I just, I just, I just called them. They told me to call you.

Speaker speaker_1: No, no. I-

Speaker speaker_2: They just gave me this number.

Speaker speaker_1: I, I understand that. What I mean is if they didn't tell you about the automatic enrollment in the first place, call them back and talk to them about it, 'cause automatic enrollment's their policy, not ours. What we can do is we can go ahead and cancel it moving forward. I just need to pull your file up in our system to be able to do so. Um, I'm going to need a little bit of information from you, uh, starting with the last four of your Social.

Speaker speaker_2: 7194.

Speaker speaker_1: Thank you. One moment. And let's see here.

Speaker speaker_2: And do I get refunded? Excuse me.

Speaker speaker_1: All right. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: 978 Beaumont Avenue, Harrisburg, Kentucky, 40330, 3/17/79.

Speaker speaker_1: Thank you. Phone on file of looks like 859-374-1040. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. All right. So we'll go ahead and start a cancellation for you. Um, typically, cancellations do take one to two weeks to fully process. They do have to go back through Surge's payroll teams as well. This can sometimes lead to one or two more deductions providing one or two final weeks of coverage. But if you see any, you wouldn't see two at the mo- or you would only see two at the most. And again, regarding the fact that you were not informed of the automatic enrollment in the first place and anything related to that, you'll want to speak with Surge about that as automatic enrollment is their policy.

Speaker speaker_2: Yeah. I understand that. I was calling to cancel the policy.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_2: And do I get refunded?

Speaker speaker_1: Typically, insurance premiums are nonrefundable, but again, given that you were not informed of this in the first place, talk to Surge.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'm not s- I'm, I'm not sure if they could do anything or not, but that'd be, that'd be something you'd talk to them about.

Speaker speaker_2: All right. Thank you.

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