

Transcript: Chris Sofield

(deactivated)-5539724018008064-6416547591438336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. This is Chris. How can I help you today? Hi, Chris. My name is Cody Church and I am, uh, through you guys with the Ashland branch, and I was wanting to actually opt out of the health insurance. Okay. What staffing company do you work through? Uh, Surge. Thank you, and the last four of your Social? Uh, 0566. Thank you, Mr. Church. Could you verify your address and your date of birth for me, please? Yes. My address is 1520 Orange Road, Lot 31, Ashland, Ohio 44805. Thank you. And your date of birth? Is 4/19/1988. Thank you. All right. And we have a phone number of 439-9996. Is that correct? Yes. Okay. Um, so Mr. Church, unfortunately, we would not be able to cancel this insurance policy as it looks like it is a court order mandate. Um, in order to do anything to terminate this policy, we would need a termination notice from the agency who issued this mandate. Until we get that- Mm-hmm. ... we cannot touch this insurance. Okay, 'cause that's what... I just talked to them and that's where they gave me your number and said that, "Yeah, I can cancel," that I'd just have to go through you because, I mean, it's... I don't understand where the court order came from because I don't have any court orders and I have, um, I'm... I have Medicare. I didn't realize- Okay. ... that... Yeah, I didn't realize they'd opted me into this. Right. So normally, yes, Surge would automatically enroll you into a plan, however- Right. And you... And you can call us to opt out of that. That is normal. That's a standard process through Surge. But in this case, we did receive a court order mandate from, it looks like, the Wayne County Child Support Enforcement Agency. Um, you would need to get in contact with them and have them send over a termination document to Surge for, uh, for them to, uh, to put that into the system for us to process if you wanna cancel this coverage. Okay. All right. I can give you the phone number and the case number as- associated with this mandate, if you need it. Uh, you can give me the phone number. I don't need the case number, though. Okay. Uh, the phone number is going to be 330- Uh-huh. ... 287- Uh-huh. ... 5600. All right. Thank you very much. You're welcome. Thanks for calling and have a good day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hello. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Cody Church and I am, uh, through you guys with the Ashland branch, and I was wanting to actually opt out of the health insurance.

Speaker speaker_1: Okay. What staffing company do you work through?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Thank you, and the last four of your Social?

Speaker speaker_2: Uh, 0566.

Speaker speaker_1: Thank you, Mr. Church. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: Yes. My address is 1520 Orange Road, Lot 31, Ashland, Ohio 44805.

Speaker speaker_1: Thank you. And your date of birth?

Speaker speaker_2: Is 4/19/1988.

Speaker speaker_1: Thank you. All right. And we have a phone number of 439-9996. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so Mr. Church, unfortunately, we would not be able to cancel this insurance policy as it looks like it is a court order mandate. Um, in order to do anything to terminate this policy, we would need a termination notice from the agency who issued this mandate. Until we get that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... we cannot touch this insurance.

Speaker speaker_2: Okay, 'cause that's what... I just talked to them and that's where they gave me your number and said that, "Yeah, I can cancel," that I'd just have to go through you because, I mean, it's... I don't understand where the court order came from because I don't have any court orders and I have, um, I'm... I have Medicare. I didn't realize-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that... Yeah, I didn't realize they'd opted me into this.

Speaker speaker_1: Right. So normally, yes, Surge would automatically enroll you into a plan, however-

Speaker speaker_2: Right.

Speaker speaker_1: And you... And you can call us to opt out of that. That is normal. That's a standard process through Surge. But in this case, we did receive a court order mandate from, it looks like, the Wayne County Child Support Enforcement Agency. Um, you would need to get in contact with them and have them send over a termination document to Surge for, uh, for them to, uh, to put that into the system for us to process if you wanna cancel this coverage.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: I can give you the phone number and the case number as- associated with this mandate, if you need it.

Speaker speaker_2: Uh, you can give me the phone number. I don't need the case number, though.

Speaker speaker_1: Okay. Uh, the phone number is going to be 330-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 287-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 5600.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye.