

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey. Thank you for calling Benefits with a Card . This is Chris. How can I help you today? Yeah. Yeah. I think I mentioned, this Regina Hury, H-U-R-Y. Okay. Was it a text message, an email? Yeah. It was a text message. Okay. And what did it say, ma'am? Oh, shoot. I have to go back and read it again. It- it said something about congratulations or something. Being insured or something. Is that right? Okay. So... Okay. We are a plan administrator, uh, for health insurance benefits for various staffing companies. Um, Surge is one of the companies that we partner with, but there could be any number of, uh, reasons that you would have received any sort of text message. I'd need, I'd need to know the actual, like the wording of the text message that you specifically received in order to see what it was trying to tell you. Um, it said, "Congratulations on enrollment." I'll have to read it back and get you called back. But I know it said, "Congratulations on enrollment." And I'm with Surge. Okay. So it's got to be that. Okay. Does it say anything about automatic enrollment? Yeah. Okay. So that's Surge telling you that, as part of their policy, they automatically enroll all new hires into a health insurance plan 30 days after your first check. Um- Mm-hmm. If you don't want that insurance plan, just let me know. I'll need a little bit of information from you and we can make sure that you don't get enrolled into it. Well, how much is it? Uh, the plan that they automatically enroll you into deducts \$15.16 out of your check every week. Every week? Every week. Is- is there anything I can... Get my mouth and all that or just for the hospitals or what? The plan that they automatically enroll you into is preventative care only plan. It's good for things like physicals, vaccines and cancer screenings, but that's kind of about it. Oh, okay. No, I'm good. Thank you. All right. In order to opt you out, I will need some information from you to locate your file in our system and set your, set it to where you don't get enrolled. Uh, what's the last four of your social, ma'am? 4673. And I'm sorry And your first and last name? What'd you say? Your first and last name, ma'am? Regina Hury, H-U-R-Y. Thank you. Ms. Hury, could you verify your address and your date of birth for me please? Um, 7696 Faulkner Lane. I think that's the address I gave them. Okay. Do you have follow-up questions? And the rest of it- Huh? ... city, state and zip? Uh, 7872. I'm staying with my cousin. I don't have my place yet. Okay, ma'am. But can you verify the city, state and zip code for the address that you provided? 7872, uh, 38671. 3... I gave the zip code. Okay. And then your date of birth. 9/13/67. Thank you. Now I'm going to grow up and let them, I'm going to grow up and let them know I don't want it. So they go tell them everything coming out. I don't want it. Yeah. So, so all, all they would tell you is to give us a call, which you're already doing, ma'am. Um- Okay. So can you verify- But I do Have them ask me. Can you verify we have a phone on file for you at 901-830-5116. Is that correct? That's correct. All right. I've got you opted out of automatic enrollment. You will not be enrolled into any insurance. Was there anything else I can help you with? Okay. No, that's all. Thank you.

You're welcome. Thanks for calling and have a good day. You too. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: Hey.

Speaker speaker_2: Thank you for calling Benefits with a Card . This is Chris. How can I help you today?

Speaker speaker_1: Yeah. Yeah. I think I mentioned, this Regina Hury, H-U-R-Y.

Speaker speaker_2: Okay. Was it a text message, an email?

Speaker speaker_1: Yeah. It was a text message.

Speaker speaker_2: Okay. And what did it say, ma'am?

Speaker speaker_1: Oh, shoot. I have to go back and read it again. It- it said something about congratulations or something. Being insured or something. Is that right?

Speaker speaker_2: Okay. So... Okay. We are a plan administrator, uh, for health insurance benefits for various staffing companies. Um, Surge is one of the companies that we partner with, but there could be any number of, uh, reasons that you would have received any sort of text message. I'd need, I'd need to know the actual, like the wording of the text message that you specifically received in order to see what it was trying to tell you.

Speaker speaker_1: Um, it said, "Congratulations on enrollment." I'll have to read it back and get you called back. But I know it said, "Congratulations on enrollment." And I'm with Surge.

Speaker speaker_2: Okay.

Speaker speaker_1: So it's got to be that.

Speaker speaker_2: Okay. Does it say anything about automatic enrollment?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. So that's Surge telling you that, as part of their policy, they automatically enroll all new hires into a health insurance plan 30 days after your first check. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: If you don't want that insurance plan, just let me know. I'll need a little bit of information from you and we can make sure that you don't get enrolled into it.

Speaker speaker_1: Well, how much is it?

Speaker speaker_2: Uh, the plan that they automatically enroll you into deducts \$15.16 out of your check every week.

Speaker speaker_1: Every week?

Speaker speaker_2: Every week.

Speaker speaker_1: Is- is there anything I can... Get my mouth and all that or just for the hospitals or what?

Speaker speaker_2: The plan that they automatically enroll you into is preventative care only plan. It's good for things like physicals, vaccines and cancer screenings, but that's kind of about it.

Speaker speaker_1: Oh, okay. No, I'm good. Thank you.

Speaker speaker_2: All right. In order to opt you out, I will need some information from you to locate your file in our system and set your, set it to where you don't get enrolled. Uh, what's the last four of your social, ma'am?

Speaker speaker_1: 4673. And I'm sorry

Speaker speaker_3: And your first and last name?

Speaker speaker_1: What'd you say?

Speaker speaker_2: Your first and last name, ma'am?

Speaker speaker_1: Regina Hury, H-U-R-Y.

Speaker speaker_2: Thank you. Ms. Hury, could you verify your address and your date of birth for me please?

Speaker speaker_1: Um, 7696 Faulkner Lane. I think that's the address I gave them.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have follow-up questions?

Speaker speaker_2: And the rest of it-

Speaker speaker_1: Huh?

Speaker speaker_2: ... city, state and zip?

Speaker speaker_1: Uh, 7872. I'm staying with my cousin. I don't have my place yet.

Speaker speaker_2: Okay, ma'am. But can you verify the city, state and zip code for the address that you provided?

Speaker speaker_1: 7872, uh, 38671. 3... I gave the zip code.

Speaker speaker_2: Okay. And then your date of birth.

Speaker speaker_1: 9/13/67.

Speaker speaker_2: Thank you.

Speaker speaker_1: Now I'm going to grow up and let them, I'm going to grow up and let them know I don't want it. So they go tell them everything coming out. I don't want it.

Speaker speaker_2: Yeah. So, so all, all they would tell you is to give us a call, which you're already doing, ma'am. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: So can you verify-

Speaker speaker_1: But I do

Speaker speaker_3: Have them ask me.

Speaker speaker_2: Can you verify we have a phone on file for you at 901-830-5116. Is that correct?

Speaker speaker_1: That's correct.

Speaker speaker_2: All right. I've got you opted out of automatic enrollment. You will not be enrolled into any insurance. Was there anything else I can help you with?

Speaker speaker_1: Okay. No, that's all. Thank you.

Speaker speaker_2: You're welcome. Thanks for calling and have a good day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: Bye now.