

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Um, yes, I was just calling to decline the Surge benefit. Okay. What agency are you with? Uh, Surge. And then what is the last four of your Social? 5122. What's your person last name? Jacob Acres. I wanna find out who this ... And for security purposes, can you please verify your address as well as your date of birth for me? 519 Enterprise Street, and my birthday is July 10th, 1997. Okay. And then what was the city and the state? Uh, Florence, Alabama. Thank you. Is your phone number still the 256-443-2983? It is. And then I have d-a-n-i-a, your last name, 256@gmail.com? That's correct. Um, and then due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage? Uh, y- yes. I was actually hoping I could get reimbursed the insurance I was taking out. So we don't do... So we don't do reimbursements. Okay. But I can go ahead and cancel your coverage. Um, before I do the cancellation, I'd like to advise to you that it takes 7 to 10 business days for any changes to be made. I can go ahead and cancel it, but you may still experience one or two deductions. Well, when, when was the, when was the, um... Like, when did they start taking them out? Because I haven't been charged for them. This is, this is the first time. So you have had... So you have had coverage since Monday the 18th. The 18th? Of this... Yeah, of November. Okay. And who approved this coverage? So, Surge auto-enrolls their members into that plan. Really? So if you don't call within your first 30 days to opt out, you do get auto-enrolled. Some agencies don't have that auto-enrollment, but Surge does. So you would have to- Oh, yeah, yeah. ... have to call 30 days, um, before receiving your first check to opt out. And if you don't do that, they do enroll you and you would have to, of course, later on call and cancel it, which you're doing right now. Yeah. Okay. Yeah, that's fine. All right. I went ahead and did that cancellation. Do you have any more questions for me? No, that's it. Thank you so much. You're welcome. Have a nice day. You too.

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 Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yes, I was just calling to decline the Surge benefit.

Speaker speaker_1: Okay. What agency are you with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And then what is the last four of your Social?

Speaker speaker_2: 5122.

Speaker speaker_1: What's your person last name?

Speaker speaker_2: Jacob Acres.

Speaker speaker_0: I wanna find out who this ...

Speaker speaker_1: And for security purposes, can you please verify your address as well as your date of birth for me?

Speaker speaker_2: 519 Enterprise Street, and my birthday is July 10th, 1997.

Speaker speaker_1: Okay. And then what was the city and the state?

Speaker speaker_2: Uh, Florence, Alabama.

Speaker speaker_1: Thank you. Is your phone number still the 256-443-2983?

Speaker speaker_2: It is.

Speaker speaker_1: And then I have d-a-n-i-a, your last name, 256@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Um, and then due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage?

Speaker speaker_2: Uh, y- yes. I was actually hoping I could get reimbursed the insurance I was taking out.

Speaker speaker_1: So we don't do... So we don't do reimbursements.

Speaker speaker_2: Okay.

Speaker speaker_1: But I can go ahead and cancel your coverage. Um, before I do the cancellation, I'd like to advise to you that it takes 7 to 10 business days for any changes to be made. I can go ahead and cancel it, but you may still experience one or two deductions.

Speaker speaker_2: Well, when, when was the, when was the, um... Like, when did they start taking them out? Because I haven't been charged for them. This is, this is the first time.

Speaker speaker_1: So you have had... So you have had coverage since Monday the 18th.

Speaker speaker_2: The 18th?

Speaker speaker_1: Of this... Yeah, of November.

Speaker speaker_2: Okay. And who approved this coverage?

Speaker speaker_1: So, Surge auto-enrolls their members into that plan.

Speaker speaker_2: Really?

Speaker speaker_1: So if you don't call within your first 30 days to opt out, you do get auto-enrolled. Some agencies don't have that auto-enrollment, but Surge does. So you would have to-

Speaker speaker_2: Oh, yeah, yeah.

Speaker speaker_1: ... have to call 30 days, um, before receiving your first check to opt out. And if you don't do that, they do enroll you and you would have to, of course, later on call and cancel it, which you're doing right now.

Speaker speaker_2: Yeah. Okay. Yeah, that's fine.

Speaker speaker_1: All right. I went ahead and did that cancellation. Do you have any more questions for me?

Speaker speaker_2: No, that's it. Thank you so much.

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

Speaker speaker_2: You too.