

## **Transcript: Estefania**

**Acevedo-5554556213084160-6373891554885632**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. Um, I was just calling, um, uh, I got hired through a, uh, staffing place and they told me to give you guys a call because I got a question about... There's a char- I mean there's a \$15 and something that's been taken out of my paycheck, uh, for the past four paychecks, and I didn't sign up for anything. Okay. Yeah, I can help you. Um, what staffing agency do you work for? It's Surd, S-U-R-D-E. Okay. And then what are the last four of your Social? 5902. And your first and last name, please. It's Roland Garcia. Okay. For security purposes, could you verify your address as well as your date of birth for me? It's 125 Deep Springs Way, Covington, Georgia 30016. Date of birth is 10/12/1982. Is your phone number still 404-784-1153? Correct. And then I have your first name, castro50@yahoo.com. Is that still up to date? Yes. Okay. And then due to the, the fact that the call has been ... because you wanted to cancel your coverage, of... Say that again? Um, due to the fact that the call has been recorded, you stated that you wanted to cancel your coverage at any CTELRS. Yeah. Yeah, I want to cancel that coverage because I didn't sign up for it. Okay. Is that ... I do have... Huh? I do have to advise to you that it takes seven to 10 days for any cancellations to process. So you still may experience one or two deductions, but it shouldn't pass two. Okay. And then wh- what about like get reimbursed for not... didn't even sign up for it? So some staffing agencies, Surd being part of... Um, they auto-enroll their members into a preventative plan, which is the one that you had. So if you don't call to either opt out from receiving that plan within the days of receiving your first... you do get auto-enrolled into that plan. Okay. So... We don't do reimbursements. So how do I go about... uh... So we don't do reimbursements because it's the member's responsibility to call to opt out, 'cause they do auto-enroll their members. And if you don't want to be auto-enrolled, you do have to call Benefits. If not, they auto-enroll you into that plan, which it looks like they already did. Oh, wow. Okay. Well, I didn't get any type of paper or anything. But go ahead and get, go ahead and cancel it and all that. Okay. Well, hopefully it's only one deduction. But, um, I do have to disclose that it may be one or two. Okay. All right. All right. Well, thank you for your time. I hope you have a great day. You too. What is your name? I'm Stephanie. Stephanie. All right. Thank you so much. You're welcome. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, yes, ma'am. Um, I was just calling, um, uh, I got hired through a, uh, staffing place and they told me to give you guys a call because I got a question about... There's a char- I mean there's a \$15 and something that's been taken out of my paycheck, uh, for the past four paychecks, and I didn't sign up for anything.

Speaker speaker\_0: Okay. Yeah, I can help you. Um, what staffing agency do you work for?

Speaker speaker\_1: It's Surd, S-U-R-D-E.

Speaker speaker\_0: Okay. And then what are the last four of your Social?

Speaker speaker\_1: 5902.

Speaker speaker\_0: And your first and last name, please.

Speaker speaker\_1: It's Roland Garcia.

Speaker speaker\_0: Okay. For security purposes, could you verify your address as well as your date of birth for me?

Speaker speaker\_1: It's 125 Deep Springs Way, Covington, Georgia 30016. Date of birth is 10/12/1982.

Speaker speaker\_0: Is your phone number still 404-784-1153?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have your first name, castro50@yahoo.com. Is that still up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then due to the, the fact that the call has been ... because you wanted to cancel your coverage, of...

Speaker speaker\_1: Say that again?

Speaker speaker\_0: Um, due to the fact that the call has been recorded, you stated that you wanted to cancel your coverage at any CTELRS.

Speaker speaker\_1: Yeah. Yeah, I want to cancel that coverage because I didn't sign up for it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Is that ...

Speaker speaker\_0: I do have...

Speaker speaker\_1: Huh?

Speaker speaker\_0: I do have to advise to you that it takes seven to 10 days for any cancellations to process. So you still may experience one or two deductions, but it shouldn't pass two.

Speaker speaker\_1: Okay. And then wh- what about like get reimbursed for not... didn't even sign up for it?

Speaker speaker\_0: So some staffing agencies, Surd being part of... Um, they auto-enroll their members into a preventative plan, which is the one that you had. So if you don't call to either opt out from receiving that plan within the days of receiving your first... you do get auto-enrolled into that plan.

Speaker speaker\_1: Okay. So...

Speaker speaker\_0: We don't do reimbursements.

Speaker speaker\_1: So how do I go about... uh...

Speaker speaker\_0: So we don't do reimbursements because it's the member's responsibility to call to opt out, 'cause they do auto-enroll their members. And if you don't want to be auto-enrolled, you do have to call Benefits. If not, they auto-enroll you into that plan, which it looks like they already did.

Speaker speaker\_1: Oh, wow. Okay. Well, I didn't get any type of paper or anything. But go ahead and get, go ahead and cancel it and all that.

Speaker speaker\_0: Okay. Well, hopefully it's only one deduction. But, um, I do have to disclose that it may be one or two.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker\_1: You too. What is your name?

Speaker speaker\_0: I'm Stephanie.

Speaker speaker\_1: Stephanie. All right. Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: All right. Bye-bye.