

## **Transcript: Estefania**

**Acevedo-5997610695835648-6249928179761152**

### **Full Transcript**

All right, bye. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, this is Roxanne Washington. Okay. How can I help you? And I work... Yeah, and I work for, um, Surge. Um, y'all charging me, um, for a card, and I have my own bank card. Okay. Um, so were you... It sounds like you were automatically enrolled into one of the plans. Um, let me open your- No, ma'am. Okay, okay. Let me open your file up so that I can see, um, your account. What's... You said you're with Surge, right? Yes, ma'am. And then I just need the last four of your Social. It's way up there? Okay, thank you. And then your first and last name, please. Roxanne Washington. Okay. For security purposes, I do need you to verify your address and date of birth. 108 Dogwood Drive, Canton, Mississippi 39046, August 18, 1975. Then I have 769-666-5220. Is that your phone number? Yes. Okay. So yeah, it I- so we're the healthcare administrators for different staffing agencies around the nation. We're not the actual staffing agency. Um, some of the staffing agencies that we administrate have auto-enrolling. They usually auto-enroll their new hires into a plan called the MEC-TELERS, which is a preventative plan that will cover things such as a physical, some vaccines, some STD and cancer screening. But it doesn't cover any of your doctor visits, the sick or anything else. No, ma'am. I don't want that. I don't want... I didn't sign up for that. I don't want that. Yes. So, um, they do auto-enroll their new hires into it, so they don't really ask you for permission. So if you don't call within the first 30 days of receiving your first check, Surge automatically enrolls you into this benefit. So it looks like that's what happened with you. Since nobody called to decline the auto-enrollment, you were automatically enrolled. Um, and it looks like your first day of active coverage was April the 28th. Um, you're welcome to cancel at any time if it is that you- Yes. Yes, ma'am. Yes, ma'am. I'm gonna cancel. Okay. Um, I do, however, have to let you know that cancellations do take seven to 10 business days to process. So due to that fact, there is a possibility that you may experience one deduction or maybe even two after the cancellation. Um, but I went ahead and canceled that for you. All right. So- All right? So, so the money, so the money they've taken out, am I going, uh, am I gonna get it back? No, ma'am. Because, because nobody never explained to me that, um, that I, I, um, I was gonna be enrolled in, in anything like that. So unfortunately, like I said, it is the staffing agency's responsibility to notify their hires. Um, since, I mean, Surge really was supposed to be the one to let you know regarding the auto-enrollment. We're just the administrators, so, uh, we wouldn't really have control if they were to let you guys know. They... I know they are supposed to let you guys know. Um, I'm not sure how they communicate it with their hires though. I just know that if you don't call to opt out from the auto-enrollment, you automatically do get enrolled into this plan. I know, um, we don't do reimbursements, but, um, I don't know if you wanna talk to Surge. But I know we definitely do not do reimbursements whatsoever. Oh, I'm, I'm, I'm up here at Surge now. I'm gonna go back on the inside and let them know, for

they, they, they did not tell me. Okay. I was not notified. Okay. Um, but I went ahead and canceled that for you. All right. Thank you so much. You're welcome. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: All right, bye. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, this is Roxanne Washington.

Speaker speaker\_0: Okay. How can I help you?

Speaker speaker\_1: And I work... Yeah, and I work for, um, Surge. Um, y'all charging me, um, for a card, and I have my own bank card.

Speaker speaker\_0: Okay. Um, so were you... It sounds like you were automatically enrolled into one of the plans. Um, let me open your-

Speaker speaker\_1: No, ma'am. Okay, okay.

Speaker speaker\_0: Let me open your file up so that I can see, um, your account. What's... You said you're with Surge, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I just need the last four of your Social.

Speaker speaker\_1: It's way up there?

Speaker speaker\_0: Okay, thank you. And then your first and last name, please.

Speaker speaker\_1: Roxanne Washington.

Speaker speaker\_0: Okay. For security purposes, I do need you to verify your address and date of birth.

Speaker speaker\_1: 108 Dogwood Drive, Canton, Mississippi 39046, August 18, 1975.

Speaker speaker\_0: Then I have 769-666-5220. Is that your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So yeah, it I- so we're the healthcare administrators for different staffing agencies around the nation. We're not the actual staffing agency. Um, some of the staffing agencies that we administrate have auto-enrolling. They usually auto-enroll their new hires into a plan called the MEC-TELEERS, which is a preventative plan that will cover things such as a physical, some vaccines, some STD and cancer screening. But it doesn't cover any of your doctor visits, the sick or anything else.

Speaker speaker\_1: No, ma'am. I don't want that. I don't want... I didn't sign up for that. I don't want that.

Speaker speaker\_0: Yes. So, um, they do auto-enroll their new hires into it, so they don't really ask you for permission. So if you don't call within the first 30 days of receiving your first check, Surge automatically enrolls you into this benefit. So it looks like that's what happened with you. Since nobody called to decline the auto-enrollment, you were automatically enrolled. Um, and it looks like your first day of active coverage was April the 28th. Um, you're welcome to cancel at any time if it is that you-

Speaker speaker\_1: Yes. Yes, ma'am. Yes, ma'am. I'm gonna cancel.

Speaker speaker\_0: Okay. Um, I do, however, have to let you know that cancellations do take seven to 10 business days to process. So due to that fact, there is a possibility that you may experience one deduction or maybe even two after the cancellation. Um, but I went ahead and canceled that for you.

Speaker speaker\_1: All right. So-

Speaker speaker\_0: All right?

Speaker speaker\_1: So, so the money, so the money they've taken out, am I going, uh, am I gonna get it back?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Because, because nobody never explained to me that, um, that I, I, um, I was gonna be enrolled in, in anything like that.

Speaker speaker\_0: So unfortunately, like I said, it is the staffing agency's responsibility to notify their hires. Um, since, I mean, Surge really was supposed to be the one to let you know regarding the auto-enrollment. We're just the administrators, so, uh, we wouldn't really have control if they were to let you guys know. They... I know they are supposed to let you guys know. Um, I'm not sure how they communicate it with their hires though. I just know that if you don't call to opt out from the auto-enrollment, you automatically do get enrolled into this plan. I know, um, we don't do reimbursements, but, um, I don't know if you wanna talk to Surge. But I know we definitely do not do reimbursements whatsoever.

Speaker speaker\_1: Oh, I'm, I'm, I'm up here at Surge now. I'm gonna go back on the inside and let them know, for they, they, they did not tell me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I was not notified.

Speaker speaker\_0: Okay. Um, but I went ahead and canceled that for you.

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

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.