

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 Card. My name is Stephanie. How can I assist you? Hello, who am I speaking with? Uh, Stephanie from Benefits in a Card. Stephanie, hi, this is John Stacy. Can you guys enroll me in your insurance here at this different place I was working through? I don't want that insurance. Okay. Um, I'm sorry, you were breaking up a little bit. Did you say that you work with Surge? Well, I didn't. I have my own insurance. I don't want this business you guys signed me up for. They're taking money out of my check for something that I don't even need. Yeah, they auto-enroll... So Surge auto-enrolls their members into a preventative plan. Um, so do you know- Well, I told them when I signed up for it that I did not want that because I seen that on the paper and I didn't need... They're supposed to put that on there that I didn't want their insurance. I have my own insurance. Okay, I can check. Uh, what are the last four of your socials? 1081. Thank you. And what's your first and last name? John Stacy, S-T-A-C-Y. For security purposes, John, do you mind verifying your address as well as your date of birth? 9300 South County Road, 800 West Hurst Crossing, Indiana 47270. 7-18-72. Is your phone number 979-6861? No, 592-1295. Okay. 592-1295. Thank you. And then I have Pumpkin, Pumpkins, I'm sorry. Yeah, yeah. And- Yeah, that's it. Okay. Yeah, and I ain't got nothing from you guys. I mean, I don't, I don't, I don't need this insurance. I don't know why I would be paying for something I'm never gonna use. Okay. So I can go ahead and cancel your coverage. Um, I do have to advise you that it takes seven to ten business days for any cancellations to process, so you still may experience one or two deductions but it shouldn't pass two. Okay. Will I get anything back except for them deductions? No, sir. We don't do refunds. Are you serious? This is kind of like stealing, don't you think? So Surge does auto-enroll their members into that plan. Unfortunately, we're really just, uh, healthcare administrators. Right, right, right, right. Well, that's a bunch of nonsense, but all right. All right. So I have canceled your coverage. All right. Um, do you have any more questions? Nope. All right. Thank you for calling. I hope you have a great day.

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: Hello, who am I speaking with?

Speaker speaker_0: Uh, Stephanie from Benefits in a Card.

Speaker speaker_1: Stephanie, hi, this is John Stacy. Can you guys enroll me in your insurance here at this different place I was working through? I don't want that insurance.

Speaker speaker_0: Okay. Um, I'm sorry, you were breaking up a little bit. Did you say that you work with Surge?

Speaker speaker_1: Well, I didn't. I have my own insurance. I don't want this business you guys signed me up for. They're taking money out of my check for something that I don't even need.

Speaker speaker_0: Yeah, they auto-enroll... So Surge auto-enrolls their members into a preventative plan. Um, so do you know-

Speaker speaker_1: Well, I told them when I signed up for it that I did not want that because I seen that on the paper and I didn't need... They're supposed to put that on there that I didn't want their insurance. I have my own insurance.

Speaker speaker_0: Okay, I can check. Uh, what are the last four of your socials?

Speaker speaker_1: 1081.

Speaker speaker_0: Thank you. And what's your first and last name?

Speaker speaker_1: John Stacy, S-T-A-C-Y.

Speaker speaker_0: For security purposes, John, do you mind verifying your address as well as your date of birth?

Speaker speaker_1: 9300 South County Road, 800 West Hurst Crossing, Indiana 47270. 7-18-72.

Speaker speaker_0: Is your phone number 979-6861?

Speaker speaker_1: No, 592-1295.

Speaker speaker_0: Okay.

Speaker speaker_1: 592-1295.

Speaker speaker_0: Thank you. And then I have Pumpkin, Pumpkins, I'm sorry.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: And-

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, and I ain't got nothing from you guys. I mean, I don't, I don't, I don't need this insurance. I don't know why I would be paying for something I'm never gonna use.

Speaker speaker_0: Okay. So I can go ahead and cancel your coverage. Um, I do have to advise you that it takes seven to ten business 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. Will I get anything back except for them deductions?

Speaker speaker_0: No, sir. We don't do refunds.

Speaker speaker_1: Are you serious? This is kind of like stealing, don't you think?

Speaker speaker_0: So Surge does auto-enroll their members into that plan. Unfortunately, we're really just, uh, healthcare administrators.

Speaker speaker_1: Right, right, right, right. Well, that's a bunch of nonsense, but all right.

Speaker speaker_0: All right. So I have canceled your coverage.

Speaker speaker_1: All right.

Speaker speaker_0: Um, do you have any more questions?

Speaker speaker_1: Nope.

Speaker speaker_0: All right. Thank you for calling. I hope you have a great day.