

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? Uh, yes. Hey, Miss Stephanie. Uh, this is Mr. Mike Tolbert. I've worked for Surge and I just called Miss Heather, the one over at Surge and everything. She's my manager. Um, I didn't ask to, uh, be put on this benefit information and I noticed my checks have not been, not been right. And I was just wondering if I could just get refunded back because I didn't even order this 'cause I have insurance already. I was told... I told the company from the beginning I had insurance. Uh, the only bad thing about that is we- I mean, they've like pulled money out of my account without me even going on here- Yeah. ... filling out anything or anything like that. And I mean, that's like forgery because I, I don't... Like I said, I don't mess with that. I just know that my checks have been short and my check was short this week about 15, 16 bucks, um, again. Yeah. And, uh, yeah. Hmm. So we, we are the healthcare administrators for different agencies. Mm-hmm. There is certain agencies like Surge that do auto-enroll their members into a plan, um, being the preventative one, which is most likely the one that you got auto-enrolled into. Um, usually the members are responsible of contacting us to opt out before they start doing those weekly deductions. Um, not all agencies auto-enroll their members, but Surge is one of them. So, no. Well, see, I didn't even know... Well, see, I didn't even know, uh, where the money was taken out. I don't even... I didn't even know where it was going or why it was being taken out because I never- Yeah. ... enrolled in this or never was even really- So- ... told about this until I talked- Yeah. ... to her today and she's like, "Well, after 30 days, they probably enrolled you. Just tell them, 'cause they said that they've had issues before with this." And everything is y'all are a new company and everything, so she's trying to, you know, help me out. So she gave me this number to have me reimbursed at, you know. So again, like I said, Surge Staffing does auto-enroll their members into plans. I'm not really sure why they told you, um, that we do reimbursements, 'cause we don't. We're just a sta- we're just a healthcare administration for agencies. Okay. Yeah. 'Cause she just sent me this picture and this number from, to you guys. So, uh, I'm just now getting a chance to call y'all. I talked to her this morning about 10 o'clock. She's at Utaca, so, um, I'm just now had a chance to talk with her this morning. I'm like, "Hey, I'm wondering where my money's being pulled and everything." Yeah. I said, "I've been pulled a couple checks." And she looked at it on her computer and found out that it was, uh, this number here. Auto-enrollment? Yeah. I guess so. So they auto, they auto... Not, like I said, not all agencies auto-enroll their members, but Surge Staffing is one of the ones that do. So if you don't call to opt out before, um, they enroll you, they will do weekly deductions for that plan. And unfortunately, we don't do refunds. Okay. I'm sorry about that. Yeah. Unfortunately, we don't do it. So I need to, so I need to call Surge then, right? Regarding refunds, you probably will, because like I said, we're just the healthcare

administrators. Oh, yes. We're the ones that you would call to opt out if you don't want to be enrolled. Right. I'm not sure how they inform their members about that. But I know sometimes you do get like reminders, like, "You have 30 days to enroll." Well, see, I told them, I told them I had insurance from the beginning. I mean, I literally told them that from the time- Yeah. ... I filled out the application. I said, "I have great insurance. I mean, I'm, I'm fully covered. So, I mean, I have no problem." 'Cause I know sometimes they do enrollment forms and you can opt out that way to not participate, but I'm not sure how they... like I said, 'cause we do administrate different agencies. I'm not sure how Surge does all of that. But I can go ahead and cancel your plan, um, if that's something that you want me to do, 'cause I can go ahead and cancel it. But I wouldn't be able to like do any refunds, unfortunately. Right. Well, I mean, if I've already paid the money in since I've been working there to have this insurance going or whatever it's gonna do, um, for me, I alre- already having insurance, I mean, I don't know. I mean, I've been losing money either way, right? Or losing money this way. Well, if you don't want the, the benefit, I could cancel it and then it typically takes seven to 10 days for the cancellations to process. So you may- Right. ... still experience one or two deductions, but it shouldn't pass two. But if you don't want that plan, I can go ahead and- Yeah, 'cause I never... Right. 'Cause I never asked for that plan. I never... Uh, they never did tell me about a plan. They never did even say anything about that. I'm sorry. They never went over anything with me. So I'm, I was like stunned. I was like someone... I got y'all's number to call and she sent it over to me and I'm like, "Okay, we have an issue." This is like forgery of what... something I didn't do or, or something like that, because it was never on my email or anything. So I'm trying to figure it all out. Yeah. But, um- Okay. And I know i- if you're a new, um, like employee, the new employees are the ones that get auto-enrolled and if you don't want to be auto-enrolled, then you would have to call this number to opt out before you start. Okay. Yes. I, I probably need to opt out because I don't need nothing else, you know, taken out of my check. I mean, 'cause I don't even know what's even going on besides, uh, till today, so- Okay. Okay. ... I had no clue. What are the last four of your Social? 0140. And what is your first and last name? Uh, Mike Tolbert. T-O-L-B-E-R-T. Never. See, similar. All right. For security purposes, Michael, could you please, um, verify your full address as well as your date of birth? Oh, yes. Hold on now. I, I'll give the phone to her though while she can give you the address here. Well, the address, the old address would be 101 Engel Drive. Mm-hmm. Apartment C, Oneonta, Alabama, 35125. Okay. That's the one we have. And then what's your date of birth? 11/21/79. Okay. Is your phone number still the 205-493-3427? That is correct. And then I have mt, your last name, 865 at gmail.com. That is correct. Okay. All right. Thank you. You're welcome. Yeah, I was just trying... I was just told, you know, to call you guys and she said something about that they'd messed up before through this system or something and- Yeah, I'm not sure how they communicate with their employees 'cause it has happened before where they're... they call and they're like kind of sad. I didn't- Right. ... prove anything, but unfortunately, we really don't have control over that 'cause we're just the healthcare administrators. Um, I don't know how they communicate with their members regarding the auto-enrollment. 'Cause like I said, not ev- all the agencies that we administrate auto-enroll their members, but there might be like two or three that do. Um, and Surge is one of them. But I can go ahead and cancel that for you. Okay. Thank you. And then I can be... One second. And let me look at the- Okay. And like I said, it takes one or... it takes seven to 10 business days for the cancellations to process. So you may still see maybe one or two deductions, but it

shouldn't pass two. Okay? Okay. All right. Well, thank you so much. You're welcome. I hope you have a great day. Thanks. You too. Bye-bye.

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

Speaker speaker_2: Uh, yes. Hey, Miss Stephanie. Uh, this is Mr. Mike Tolbert. I've worked for Surge and I just called Miss Heather, the one over at Surge and everything. She's my manager. Um, I didn't ask to, uh, be put on this benefit information and I noticed my checks have not been, not been right. And I was just wondering if I could just get refunded back because I didn't even order this 'cause I have insurance already. I was told... I told the company from the beginning I had insurance.

Speaker speaker_1: Uh, the only bad thing about that is we-

Speaker speaker_2: I mean, they've like pulled money out of my account without me even going on here-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... filling out anything or anything like that. And I mean, that's like forgery because I, I don't... Like I said, I don't mess with that. I just know that my checks have been short and my check was short this week about 15, 16 bucks, um, again.

Speaker speaker_1: Yeah.

Speaker speaker_2: And, uh, yeah.

Speaker speaker_1: Hmm. So we, we are the healthcare administrators for different agencies.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: There is certain agencies like Surge that do auto-enroll their members into a plan, um, being the preventative one, which is most likely the one that you got auto-enrolled into. Um, usually the members are responsible of contacting us to opt out before they start doing those weekly deductions. Um, not all agencies auto-enroll their members, but Surge is one of them. So, no.

Speaker speaker_2: Well, see, I didn't even know... Well, see, I didn't even know, uh, where the money was taken out. I don't even... I didn't even know where it was going or why it was being taken out because I never-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... enrolled in this or never was even really-

Speaker speaker_1: So-

Speaker speaker_2: ... told about this until I talked-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... to her today and she's like, "Well, after 30 days, they probably enrolled you. Just tell them, 'cause they said that they've had issues before with this." And everything is y'all are a new company and everything, so she's trying to, you know, help me out. So she gave me this number to have me reimbursed at, you know.

Speaker speaker_1: So again, like I said, Surge Staffing does auto-enroll their members into plans. I'm not really sure why they told you, um, that we do reimbursements, 'cause we don't. We're just a sta- we're just a healthcare administration for agencies.

Speaker speaker_2: Okay. Yeah. 'Cause she just sent me this picture and this number from, to you guys. So, uh, I'm just now getting a chance to call y'all. I talked to her this morning about 10 o'clock. She's at Utaca, so, um, I'm just now had a chance to talk with her this morning. I'm like, "Hey, I'm wondering where my money's being pulled and everything."

Speaker speaker_1: Yeah.

Speaker speaker_2: I said, "I've been pulled a couple checks." And she looked at it on her computer and found out that it was, uh, this number here.

Speaker speaker_1: Auto-enrollment? Yeah.

Speaker speaker_2: I guess so.

Speaker speaker_1: So they auto, they auto... Not, like I said, not all agencies auto-enroll their members, but Surge Staffing is one of the ones that do. So if you don't call to opt out before, um, they enroll you, they will do weekly deductions for that plan. And unfortunately, we don't do refunds.

Speaker speaker_2: Okay. I'm sorry about that.

Speaker speaker_1: Yeah. Unfortunately, we don't do it.

Speaker speaker_2: So I need to, so I need to call Surge then, right?

Speaker speaker_1: Regarding refunds, you probably will, because like I said, we're just the healthcare administrators.

Speaker speaker_2: Oh, yes.

Speaker speaker_1: We're the ones that you would call to opt out if you don't want to be enrolled.

Speaker speaker_2: Right.

Speaker speaker_1: I'm not sure how they inform their members about that. But I know sometimes you do get like reminders, like, "You have 30 days to enroll."

Speaker speaker_2: Well, see, I told them, I told them I had insurance from the beginning. I mean, I literally told them that from the time-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... I filled out the application. I said, "I have great insurance. I mean, I'm, I'm fully covered. So, I mean, I have no problem."

Speaker speaker_1: 'Cause I know sometimes they do enrollment forms and you can opt out that way to not participate, but I'm not sure how they... like I said, 'cause we do administrate different agencies. I'm not sure how Surge does all of that. But I can go ahead and cancel your plan, um, if that's something that you want me to do, 'cause I can go ahead and cancel it. But I wouldn't be able to like do any refunds, unfortunately.

Speaker speaker_2: Right. Well, I mean, if I've already paid the money in since I've been working there to have this insurance going or whatever it's gonna do, um, for me, I already having insurance, I mean, I don't know. I mean, I've been losing money either way, right? Or losing money this way.

Speaker speaker_1: Well, if you don't want the, the benefit, I could cancel it and then it typically takes seven to 10 days for the cancellations to process. So you may-

Speaker speaker_2: Right.

Speaker speaker_1: ... still experience one or two deductions, but it shouldn't pass two. But if you don't want that plan, I can go ahead and-

Speaker speaker_2: Yeah, 'cause I never... Right. 'Cause I never asked for that plan. I never... Uh, they never did tell me about a plan. They never did even say anything about that.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: They never went over anything with me. So I'm, I was like stunned. I was like someone... I got y'all's number to call and she sent it over to me and I'm like, "Okay, we have an issue." This is like forgery of what... something I didn't do or, or something like that, because it was never on my email or anything. So I'm trying to figure it all out.

Speaker speaker_1: Yeah.

Speaker speaker_2: But, um-

Speaker speaker_1: Okay. And I know i- if you're a new, um, like employee, the new employees are the ones that get auto-enrolled and if you don't want to be auto-enrolled, then you would have to call this number to opt out before you start.

Speaker speaker_2: Okay. Yes. I, I probably need to opt out because I don't need nothing else, you know, taken out of my check. I mean, 'cause I don't even know what's even going on besides, uh, till today, so-

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: ... I had no clue.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 0140.

Speaker speaker_1: And what is your first and last name?

Speaker speaker_2: Uh, Mike Tolbert. T-O-L-B-E-R-T.

Speaker speaker_3: Never. See, similar.

Speaker speaker_1: All right. For security purposes, Michael, could you please, um, verify your full address as well as your date of birth?

Speaker speaker_2: Oh, yes. Hold on now. I, I'll give the phone to her though while she can give you the address here. Well, the address, the old address would be 101 Engel Drive.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Apartment C, Oneonta, Alabama, 35125.

Speaker speaker_1: Okay. That's the one we have. And then what's your date of birth?

Speaker speaker_2: 11/21/79.

Speaker speaker_1: Okay. Is your phone number still the 205-493-3427?

Speaker speaker_2: That is correct.

Speaker speaker_1: And then I have mt, your last name, 865 at gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_2: You're welcome. Yeah, I was just trying... I was just told, you know, to call you guys and she said something about that they'd messed up before through this system or something and-

Speaker speaker_1: Yeah, I'm not sure how they communicate with their employees 'cause it has happened before where they're... they call and they're like kind of sad. I didn't-

Speaker speaker_2: Right.

Speaker speaker_1: ... prove anything, but unfortunately, we really don't have control over that 'cause we're just the healthcare administrators. Um, I don't know how they communicate with their members regarding the auto-enrollment. 'Cause like I said, not ev- all the agencies that we administrate auto-enroll their members, but there might be like two or three that do. Um, and Surge is one of them. But I can go ahead and cancel that for you.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: And then I can be... One second.

Speaker speaker_2: And let me look at the-

Speaker speaker_1: Okay. And like I said, it takes one or... it takes seven to 10 business days for the cancellations to process. So you may still see maybe one or two deductions, but it shouldn't pass two. Okay?

Speaker speaker_2: Okay. All right. Well, thank you so much.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Thanks. You too. Bye-bye.