

## **Transcript: Franchesca**

**Baez-4568047938486272-5940410248642560**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... my name is how can I assist you today? Um, yes, ma'am. I was calling, um, concerning, um, the insurance, I guess, that y'all provide through the staffing company. I did not want that and it, and just, um, started coming out of my check. I'm getting COBRA, um, benefits from another job, an old job. Um, so I don't want to mess that up. So I would like to cancel that because I- I never wanted that. Okay. Uh, this is Tracy. I do just want to clarify, we only administer the benefits. So it is your staffing company providing them. What staffing company is it with? Surge. What are the last four of your Social? 6363. And the last name, please? Burrell. B-U-R-R-E-L-L. And for security purposes, to make sure we're on the correct account could you verify your billing address and your date of birth? Uh-huh. 125 Cove Lane, Apartment 4, Tupelo, Mississippi 38804 and birthdate is November 2nd, 1987. I have the best contact number down as 405-295-5177? Yes, ma'am. Can I have your email as CNLastName2006@aol.com? Yes, ma'am. For the purpose of this line being recorded you said that you would like to cancel the current benefits with Surge Staffing, correct? That is correct. All right, so I've put in the request for the cancellations. Please keep in mind cancellations do take seven to 10 business days to process through and you could experience one to two more deductions while it's being completed. And as far as why the enrollment itself happened, is due to the fact that Surge has a company policy where they are enrolling new hires into a medical preventative care plan which is the reason why their system went ahead and enrolled you into that plan which is canceled. Gotcha. So, um, I would still be charged? That... Would that money be refunded to me? Or- No, ma'am. Well, fortunately due to the site that it is part of a company policy it would not be. Gotcha. Okay. Thank you. Of course. Was there anything else we can assist you with today? Uh, will I get email confirmation that that's been canceled? Um, no, ma'am. We didn't do any type of notice unless it's requested. Can you send me a notification that it's been canceled? Sure thing, ma'am. I will request the front office to send you a cancellation confirmation. It will take seven to 10 business days. I mean, yeah, actually no, I apologize. As for the cancellation, it will take 24 to 48 hours, I apologize, for them to go ahead and send it to the email file that we verified. Once again, CN, your last name, 2006@AOL.com. Yes, ma'am. All right, you are all set. So it should be there within 24 to 48 hours. If you don't get it by the end of Tuesday give us a call back Wednesday so we can take a look into what happened. Okay, thank you. Thank you. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... my name is how can I assist you today?

Speaker speaker\_2: Um, yes, ma'am. I was calling, um, concerning, um, the insurance, I guess, that y'all provide through the staffing company. I did not want that and it, and just, um, started coming out of my check. I'm getting COBRA, um, benefits from another job, an old job. Um, so I don't want to mess that up. So I would like to cancel that because I- I never wanted that.

Speaker speaker\_1: Okay. Uh, this is Tracy. I do just want to clarify, we only administer the benefits. So it is your staffing company providing them. What staffing company is it with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 6363.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Burrell. B-U-R-R-E-L-L.

Speaker speaker\_1: And for security purposes, to make sure we're on the correct account could you verify your billing address and your date of birth?

Speaker speaker\_2: Uh-huh. 125 Cove Lane, Apartment 4, Tupelo, Mississippi 38804 and birthdate is November 2nd, 1987.

Speaker speaker\_1: I have the best contact number down as 405-295-5177?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your email as CNLastName2006@aol.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: For the purpose of this line being recorded you said that you would like to cancel the current benefits with Surge Staffing, correct?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: All right, so I've put in the request for the cancellations. Please keep in mind cancellations do take seven to 10 business days to process through and you could experience one to two more deductions while it's being completed. And as far as why the enrollment itself happened, is due to the fact that Surge has a company policy where they are enrolling new hires into a medical preventative care plan which is the reason why their system went ahead and enrolled you into that plan which is canceled.

Speaker speaker\_2: Gotcha. So, um, I would still be charged? That... Would that money be refunded to me? Or-

Speaker speaker\_1: No, ma'am. Well, fortunately due to the site that it is part of a company policy it would not be.

Speaker speaker\_2: Gotcha. Okay. Thank you.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: Uh, will I get email confirmation that that's been canceled?

Speaker speaker\_1: Um, no, ma'am. We didn't do any type of notice unless it's requested.

Speaker speaker\_2: Can you send me a notification that it's been canceled?

Speaker speaker\_1: Sure thing, ma'am. I will request the front office to send you a cancellation confirmation. It will take seven to 10 business days. I mean, yeah, actually no, I apologize. As for the cancellation, it will take 24 to 48 hours, I apologize, for them to go ahead and send it to the email file that we verified. Once again, CN, your last name, 2006@AOL.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right, you are all set. So it should be there within 24 to 48 hours. If you don't get it by the end of Tuesday give us a call back Wednesday so we can take a look into what happened.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.