

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Car. My name is Francesca. How can I assist you today? Yes. Hi, Francesca. Um, I just recently started with a temp agency and I guess they said that I was supposed to call you guys to opt out of the benefits with the card, I guess. Okay. So I believe they're calling ... They're advising you to opt out of their health insurance benefits. In A Car is the name of the company you just called. Yeah. So it's ... What staffing company do you work with? Uh, Surge Temp Agency. What are the last four of your Social to locate that account? Um, zero, two, seven, eight. And the last name, please. McIntyre. For security purposes, could you verify your mailing address and date of birth for me? Uh, mailing address is 325 Fox Ave, Zanesville, Ohio, 43701. And my birth date is 03/07/1991. I have the best phone number to reach you down as 518-33-23132. Yes. And we have your email down as first initial period last name, 0278@gmail.com. Yes. And for the purpose of this line being recorded, you were actually already enrolled. So I cannot opt you out. I can cancel the enrollment if you like. Yes. Can I? 'Cause they said... I, I guess I didn't understand it when I, when I started with them 'cause I thought that if I didn't contact you guys or anything, that I would just be opted out of it. But, um, I guessed that was wrong. Yeah. It's just to testify that Surge is one of those few staffing companies that has a company policy of auto-enrolling their members into a medical preventative care plan. That's the reason why even though you didn't select to accept their coverage or to choose to enroll into a coverage, it was still enrolled into it. Okay. All right. So I'll go ahead and put in the request for the cancellation of your current benefits with Surge as you have requested. Correct? Yes. All right. Please be advised the cancellations do take seven to 10 business days to process through. There is a small possibility you could still experience one to two more deductions while that is being processed out. Um, I do see here that today will be the activation day of that current policy. So while your cancellation is processing out, there's, uh, also likelihood that you could receive your benefit card 'cause usually the carrier send out those benefit cards Friday of their activation day, um, which will be this Friday, 15th. So during those next two weeks that are coming up while they're processing your cancellation, it could be while it's still going on or after your cancellation, this process that you could receive that medical preventative care card. You can simply ignore it if you wish to since in our system it is already going to reflect that you requested a cancellation to this process. Once you stop seeing those deductions being made from your pay stub following Monday, coverage will no longer be effective. Okay. Thank you. All right. Well, of course. My pleasure. Was there anything else we can assist you with today? No, that's it. I do hope you have a wonderful rest of your day. Thank you so much for giving us a call today. Have a wonderful rest of your day today. 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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes. Hi, Francesca. Um, I just recently started with a temp agency and I guess they said that I was supposed to call you guys to opt out of the benefits with the card, I guess.

Speaker speaker_1: Okay. So I believe they're calling ... They're advising you to opt out of their health insurance benefits. In A Car is the name of the company you just called.

Speaker speaker_2: Yeah. So it's ...

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge Temp Agency.

Speaker speaker_1: What are the last four of your Social to locate that account?

Speaker speaker_2: Um, zero, two, seven, eight.

Speaker speaker_1: And the last name, please.

Speaker speaker_2: McIntyre.

Speaker speaker_1: For security purposes, could you verify your mailing address and date of birth for me?

Speaker speaker_2: Uh, mailing address is 325 Fox Ave, Zanesville, Ohio, 43701. And my birth date is 03/07/1991.

Speaker speaker_1: I have the best phone number to reach you down as 518-33-23132.

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first initial period last name, 0278@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And for the purpose of this line being recorded, you were actually already enrolled. So I cannot opt you out. I can cancel the enrollment if you like.

Speaker speaker_2: Yes. Can I? 'Cause they said... I, I guess I didn't understand it when I, when I started with them 'cause I thought that if I didn't contact you guys or anything, that I would just be opted out of it. But, um, I guessed that was wrong.

Speaker speaker_1: Yeah. It's just to testify that Surge is one of those few staffing companies that has a company policy of auto-enrolling their members into a medical preventative care plan. That's the reason why even though you didn't select to accept their coverage or to

choose to enroll into a coverage, it was still enrolled into it.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So I'll go ahead and put in the request for the cancellation of your current benefits with Surge as you have requested. Correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Please be advised the cancellations do take seven to 10 business days to process through. There is a small possibility you could still experience one to two more deductions while that is being processed out. Um, I do see here that today will be the activation day of that current policy. So while your cancellation is processing out, there's, uh, also likelihood that you could receive your benefit card 'cause usually the carrier send out those benefit cards Friday of their activation day, um, which will be this Friday, 15th. So during those next two weeks that are coming up while they're processing your cancellation, it could be while it's still going on or after your cancellation, this process that you could receive that medical preventative care card. You can simply ignore it if you wish to since in our system it is already going to reflect that you requested a cancellation to this process. Once you stop seeing those deductions being made from your pay stub following Monday, coverage will no longer be effective.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right. Well, of course. My pleasure. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: I do hope you have a wonderful rest of your day. Thank you so much for giving us a call today. Have a wonderful rest of your day today.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.