Transcript: Justin Mills-4601773043269632-6749459641057280

Full Transcript

Thank you for calling Benefits and My Card. This is Justin. How can I help you today? Yeah, I got a, uh, a text message... I'm employed through Surge Backing and I had got a text message, um, that I was going to be automatically enrolled in something through this guy, something with insurance. Um, how do I opt out of that? I don't, I don't... Yeah. I must have checked something when I was filling out my onboarding paperwork or something like that. Um, I don't want insurance through you guys. Yeah, let me check on that. So Surge Staffing, what's the last four of your Social? Uh, it's, uh, 4358. 5- Uh, hold on one second. 4330... 4358. Sorry about that. And your first and last name? Uh, Michael Evans. And for security purposes, can you verify your home address, including city, state and zip code, Michael? Y- yes. 247 North Prospect, um, 43302. City and state? Marion, Ohio. And confirm your date of birth? 26-1984. And a good telephone number I have is 234-863-3588? Yep, that's right. And the email I have is flperformancedetail2023@gmail? Yep, that's correct. OK. So I'll go ahead and opt you out. Is there anything else I could help you out with today? No, I just want to make sure that I'm not, I'm enrolling in insurance. How did I get in... How the hell did that happen? Um, so Surge automatically enrolls their new hires into that medical plan, usually 30 days after their first paycheck. And what is the cost on that? Um, $16.80. Per week, or weekly, or monthly, or what? Per week. Yeah, I would like to opt out of that. I don't want that insurance at all. OK, so I went ahead and opted you out. Is there anything else I could help you out with today, Michael? Nope, that's all I wanted. I appreciate that. You're welcome. You have a great weekend, OK? Yep, yep. Thanks a lot. Bye-bye. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and My Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, I got a, uh, a text message... I'm employed through Surge Backing and I had got a text message, um, that I was going to be automatically enrolled in something through this guy, something with insurance. Um, how do I opt out of that? I don't, I don't...

Speaker speaker_0: Yeah.

Speaker speaker_1: I must have checked something when I was filling out my onboarding paperwork or something like that. Um, I don't want insurance through you guys.

Speaker speaker_0: Yeah, let me check on that. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: Uh, it's, uh, 4358. 5- Uh, hold on one second. 4330... 4358. Sorry about that.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Michael Evans.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Michael?

Speaker speaker_1: Y- yes. 247 North Prospect, um, 43302.

Speaker speaker_0: City and state?

Speaker speaker_1: Marion, Ohio.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 26-1984.

Speaker speaker_0: And a good telephone number I have is 234-863-3588?

Speaker speaker_1: Yep, that's right.

Speaker speaker_0: And the email I have is flperformancedetail2023@gmail?

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: OK. So I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: No, I just want to make sure that I'm not, I'm enrolling in insurance. How did I get in... How the hell did that happen?

Speaker speaker_0: Um, so Surge automatically enrolls their new hires into that medical plan, usually 30 days after their first paycheck.

Speaker speaker_1: And what is the cost on that?

Speaker speaker_0: Um, $16.80.

Speaker speaker_1: Per week, or weekly, or monthly, or what?

Speaker speaker_0: Per week.

Speaker speaker_1: Yeah, I would like to opt out of that. I don't want that insurance at all.

Speaker speaker_0: OK, so I went ahead and opted you out. Is there anything else I could help you out with today, Michael?

Speaker speaker_1: Nope, that's all I wanted. I appreciate that.

Speaker speaker_0: You're welcome. You have a great weekend, OK?

Speaker speaker_1: Yep, yep. Thanks a lot. Bye-bye.

Speaker speaker_0: All right, bye.