

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Can you hear me? Yeah, I can hear you. Hi. Um, I was calling because I just got my second check and I realized that I'm being charged for, um, for medical insurance, and I already have outside medical insurance and I told them that I didn't want it. I opted out. And so they told me to call you guys and see if I could be reimbursed. Okay. What's the staffing agency you work for? Surge. Surge. And the last four of your Social? 8586. And what was your first and last name again? I'm sorry. Nicole Norsworthy. Norsworthy. Let's see here. Okay. And for security purposes, could you verify your home address, including city, state and zip code? It's 3431 East Cheyenne Avenue, Apartment D, North Las Vegas, Nevada 89030. And your date of birth? January 6th, 1985. And a good telephone number has a 702-623-7252. Is it that? Uh, that's one of 'em. My main number is 702-517-6325. And just to confirm, 702-517-6325? Yes. And the email it has is nicoleDNorsworthy@gmail? Yes. Okay. So let's see here. So looking at the file, it looks like Surge Staffing auto-enrolled you into that medical plan due to the fact that you were supposed to call us at Benefits and a Card to opt out of the benefit. However, looking at your file, I'm not seeing where you did call to opt out, so they went ahead and enrolled you into it anyways. However, I can go ahead and cancel the coverage for you, um, but I do wanna let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. However, reimbursements isn't possible, um, due to the fact that you've never called to s- to opt out of the- They never told me that I had to call. Well, it was in your onboarding paperwork about the auto-enrollment. Well, she changed everything on my, on my, um, on the computer s-... 'Cause I now have a personal computer. I totally understand that, but like I said, unfortunately reimbursement isn't possible. Okay. So I'm gonna be paying for something that I'm not using, that I don't need? I mean, it's health insurance. I can email you a ID card so you can use it for the next two weeks. Um, so- I already have, I already have medical insurance. Okay. Well, unfortunately there's nothing that we can do at Benefits and a Card because reimbursement isn't possible since there was no mistake on our end. Well, she said that if I've been working with the company more than 30 days, which I have, that it's free. And so I asked her- Mm-hmm. ... "So then why am I paying for it?" Well, she informed you the wrong information. Um, Surge Staffing auto-enrolls their new hires into that medical plan usually 30 days after their first paycheck unless they give us at Benefits and a Card a call to opt out of the benefit. However, the benefit is \$16.80 per week, so honestly I don't know why she told you that it was free. Okay. Well, can I talk to a manager? Yeah. I can put a supervisor on the phone. Bear with me one second. Okay? Thank you. Good morning. This is Chris. Hi. Um, Yes, ma'am. How can I help you? Hi. Um, I was calling because I just, um, realized that you

guys are charging me for, uh, medical insurance when I opted, when she was doing my onboarding, she asked me if I wanted medical insurance. I told her no. Okay. So- Because I already have my own medical insurance. Okay. So the, the deductions are being done by Surge and not by us, as those are handled by the payroll team. We're not part of that, so we don't control that. Additionally, the automatic enrollment that they do, that process from them, um, they do that with all new hires and what they sh- uh, they, they should have in- instructed you to give us a call to opt out of it. If they did not, you would wanna speak with them because that's how, that's how you're supposed to opt out. Um, if they told you anything else, I'm not sure why, but you'll, you'll need to discuss that with them. Okay. All right. Thank you. You're welcome. Was there anything else? No, that was it. Okay. Thank you for calling again. Okay. Have a good day. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Can you hear me?

Speaker speaker_1: Yeah, I can hear you.

Speaker speaker_2: Hi. Um, I was calling because I just got my second check and I realized that I'm being charged for, um, for medical insurance, and I already have outside medical insurance and I told them that I didn't want it. I opted out. And so they told me to call you guys and see if I could be reimbursed.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: Surge. And the last four of your Social?

Speaker speaker_2: 8586.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Nicole Norsworthy.

Speaker speaker_1: Norsworthy. Let's see here. Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: It's 3431 East Cheyenne Avenue, Apartment D, North Las Vegas, Nevada 89030.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 6th, 1985.

Speaker speaker_1: And a good telephone number has a 702-623-7252. Is it that?

Speaker speaker_2: Uh, that's one of 'em. My main number is 702-517-6325.

Speaker speaker_1: And just to confirm, 702-517-6325?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email it has is nicolednorsworthy@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So looking at the file, it looks like Surge Staffing auto-enrolled you into that medical plan due to the fact that you were supposed to call us at Benefits and a Card to opt out of the benefit. However, looking at your file, I'm not seeing where you did call to opt out, so they went ahead and enrolled you into it anyways. However, I can go ahead and cancel the coverage for you, um, but I do wanna let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. However, reimbursements isn't possible, um, due to the fact that you've never called to s- to opt out of the-

Speaker speaker_2: They never told me that I had to call.

Speaker speaker_1: Well, it was in your onboarding paperwork about the auto-enrollment.

Speaker speaker_2: Well, she changed everything on my, on my, um, on the computer s-... 'Cause I now have a personal computer.

Speaker speaker_1: I totally understand that, but like I said, unfortunately reimbursement isn't possible.

Speaker speaker_2: Okay. So I'm gonna be paying for something that I'm not using, that I don't need?

Speaker speaker_1: I mean, it's health insurance. I can email you a ID card so you can use it for the next two weeks. Um, so-

Speaker speaker_2: I already have, I already have medical insurance.

Speaker speaker_1: Okay. Well, unfortunately there's nothing that we can do at Benefits and a Card because reimbursement isn't possible since there was no mistake on our end.

Speaker speaker_2: Well, she said that if I've been working with the company more than 30 days, which I have, that it's free. And so I asked her-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... "So then why am I paying for it?"

Speaker speaker_1: Well, she informed you the wrong information. Um, Surge Staffing auto-enrolls their new hires into that medical plan usually 30 days after their first paycheck unless they give us at Benefits and a Card a call to opt out of the benefit. However, the benefit

is \$16.80 per week, so honestly I don't know why she told you that it was free.

Speaker speaker_2: Okay. Well, can I talk to a manager?

Speaker speaker_1: Yeah. I can put a supervisor on the phone. Bear with me one second. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_3: Good morning. This is Chris.

Speaker speaker_2: Hi. Um,

Speaker speaker_4: Yes, ma'am. How can I help you?

Speaker speaker_2: Hi. Um, I was calling because I just, um, realized that you guys are charging me for, uh, medical insurance when I opted, when she was doing my onboarding, she asked me if I wanted medical insurance. I told her no.

Speaker speaker_4: Okay. So-

Speaker speaker_2: Because I already have my own medical insurance.

Speaker speaker_4: Okay. So the, the deductions are being done by Surge and not by us, as those are handled by the payroll team. We're not part of that, so we don't control that. Additionally, the automatic enrollment that they do, that process from them, um, they do that with all new hires and what they sh- uh, they, they should have in- instructed you to give us a call to opt out of it. If they did not, you would wanna speak with them because that's how, that's how you're supposed to opt out. Um, if they told you anything else, I'm not sure why, but you'll, you'll need to discuss that with them.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_4: You're welcome. Was there anything else?

Speaker speaker_2: No, that was it.

Speaker speaker_4: Okay. Thank you for calling again.

Speaker speaker_2: Okay.

Speaker speaker_4: Have a good day.

Speaker speaker_2: You too. Bye-bye.