

## **Transcript: Justin**

**Mills-5295482504396800-6009748802945024**

### **Full Transcript**

Thank you for calling Benefits and Incurages. This is Justin. How can I help you today? Yeah, my name's Scott Lear. I need you guys to stop my insurance, cancel that, and refund my money you guys took out this week out of my check. I never wanted it to begin with. No one told me I had to call you guys. I need that money back. Totally understand. What's the staffing agency you work for? Surge Ohio. And the last four of your Social? 0504. You said Scott Lear? Yes. And for security purposes, could you verify your home address, including city, state and zip code, Scott? It's 464 North Fifth Street, Upper Sandusky, Ohio, 43351. And confirm your date of birth for me. 03/18/71. And a good telephone number. I have a 740-248-8512? No. That is not my number. What's a good number for you? It's 419-234-9052. I even changed my number last Sunday. And just to... And just to confirm, it was 419-234-9052? Yes. And the email I have is g-e-n-m-a-l-a-y-k-e @gmail.com? No, scottlearerib207@gmail.com. I don't know where you guys get all your shit from. I don't know who even puts that shit in, but... Okay. Yeah. So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. But I do want to let you know that since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay, Scott? Yeah. I need my money back

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Incurages. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, my name's Scott Lear. I need you guys to stop my insurance, cancel that, and refund my money you guys took out this week out of my check. I never wanted it to begin with. No one told me I had to call you guys. I need that money back.

Speaker speaker\_0: Totally understand. What's the staffing agency you work for?

Speaker speaker\_1: Surge Ohio.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0504.

Speaker speaker\_0: You said Scott Lear?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Scott?

Speaker speaker\_1: It's 464 North Fifth Street, Upper Sandusky, Ohio, 43351.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 03/18/71.

Speaker speaker\_0: And a good telephone number. I have a 740-248-8512?

Speaker speaker\_1: No. That is not my number.

Speaker speaker\_0: What's a good number for you?

Speaker speaker\_1: It's 419-234-9052. I even changed my number last Sunday.

Speaker speaker\_0: And just to... And just to confirm, it was 419-234-9052?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is g-e-n-m-a-l-a-y-k-e @gmail.com?

Speaker speaker\_1: No, scottlearerib207@gmail.com. I don't know where you guys get all your shit from. I don't know who even puts that shit in, but...

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. But I do want to let you know that since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay, Scott?

Speaker speaker\_1: Yeah. I need my money back