

Transcript: Justin

Mills-6247966151196672-6598287054520320

Full Transcript

Thank you for calling Benefits and Incur. This is Justin. How can I help you today? Um, hi. I just... I don't want the coverage, and I just- Okay. ... saw that I was like paying for it. Um, yeah. So you want to cancel the benefits? I just don't want it. Yes. Okay. What's the staffing agency you work for? Surge. And the last four of your social? 5616. And what was your first and last name? Mia Wilkins. Mia. Okay. And for security purposes, could you verify your home address including city, state and zip code? Uh, 317 Woodlark Street, Greenville, South Carolina, 29607. And confirm your date of birth? Uh, March 27, 2001. And a good telephone number have as 864-621-5436. Uh, yes. And the email I have is mia.wilkins20@gmail? Yes, sir. Okay. Um, so 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 cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Mia? Okay. And as far as my deductions, like do I see that money back or like is there like a credit or something applied to my ETC or something like? Um, unfortunately reimbursement isn't possible 'cause you are paying for a medical plan. Um, I mean, I can email you your ID card if you're wanting to take advantage of that medical plan. Well, I just don't want to use it but like I don't wanna like... I don't wanna pay for it so I don't want to use it, if that makes sense. But like- I totally... I totally understand. ... is there already like something on there since I've already paid on it? Um, no ma'am. So it's a weekly deduction so you pay for it week by week, uh, so week by week. Um, so since you are currently active in the coverage for this week, you had deductions from last week. Um, so like I said, cancellations take one to two weeks to go through so there is that one or two extra, extr- extra deductions for you. Okay? Okay. Well, I have another question. So- Yes. If I like... If... Okay, but like... Okay, if I don't cancel it, can I use it? Is that how that works? Correct. Like... But like what if- Correct. It's insurance. What if like the policy- I mean you could still use it during the cancellation process as well. Oh. Is it any good you think? Um, it's the MEC TeleRx that covers all of your preventative healthcare services. So like physicals, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy. Oh. What about vision? Um, unfortunately it's just a medical plan. Oh. Oh, okay. I see. That's why I wanted to can-... Okay. Um, yeah, I don't really have any use for it and I don't work for them anymore, so... I mean. Totally understand. Well that's just the policy. I mean, I guess it probably..... All righty. Well, yeah, just cancel it. I'm fine with that. Okay. So I went ahead and processed the cancellation for you. Is there anything else I can assist you with today? Um, no, I think that's it. Thank you though. You're welcome. You have a great day, okay? You too. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, hi. I just... I don't want the coverage, and I just-

Speaker speaker_0: Okay.

Speaker speaker_1: ... saw that I was like paying for it. Um, yeah.

Speaker speaker_0: So you want to cancel the benefits?

Speaker speaker_1: I just don't want it. Yes.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5616.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Mia Wilkins.

Speaker speaker_0: Mia. Okay. And for security purposes, could you verify your home address including city, state and zip code?

Speaker speaker_1: Uh, 317 Woodlark Street, Greenville, South Carolina, 29607.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, March 27, 2001.

Speaker speaker_0: And a good telephone number have as 864-621-5436.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And the email I have is mia.wilkins20@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so 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 cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Mia?

Speaker speaker_1: Okay. And as far as my deductions, like do I see that money back or like is there like a credit or something applied to my ETC or something like?

Speaker speaker_0: Um, unfortunately reimbursement isn't possible 'cause you are paying for a medical plan. Um, I mean, I can email you your ID card if you're wanting to take advantage

of that medical plan.

Speaker speaker_1: Well, I just don't want to use it but like I don't wanna like... I don't wanna pay for it so I don't want to use it, if that makes sense. But like-

Speaker speaker_0: I totally... I totally understand.

Speaker speaker_1: ... is there already like something on there since I've already paid on it?

Speaker speaker_0: Um, no ma'am. So it's a weekly deduction so you pay for it week by week, uh, so week by week. Um, so since you are currently active in the coverage for this week, you had deductions from last week. Um, so like I said, cancellations take one to two weeks to go through so there is that one or two extra, extr- extra deductions for you. Okay?

Speaker speaker_1: Okay. Well, I have another question. So-

Speaker speaker_0: Yes.

Speaker speaker_1: If I like... If... Okay, but like... Okay, if I don't cancel it, can I use it? Is that how that works?

Speaker speaker_0: Correct.

Speaker speaker_1: Like... But like what if-

Speaker speaker_0: Correct. It's insurance.

Speaker speaker_1: What if like the policy-

Speaker speaker_0: I mean you could still use it during the cancellation process as well.

Speaker speaker_1: Oh. Is it any good you think?

Speaker speaker_0: Um, it's the MEC TeleRx that covers all of your preventative healthcare services. So like physicals, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy.

Speaker speaker_1: Oh. What about vision?

Speaker speaker_0: Um, unfortunately it's just a medical plan.

Speaker speaker_1: Oh. Oh, okay. I see. That's why I wanted to can-... Okay. Um, yeah, I don't really have any use for it and I don't work for them anymore, so... I mean.

Speaker speaker_0: Totally understand. Well that's just the policy.

Speaker speaker_1: I mean, I guess it probably..... All righty. Well, yeah, just cancel it. I'm fine with that.

Speaker speaker_0: Okay. So I went ahead and processed the cancellation for you. Is there anything else I can assist you with today?

Speaker speaker_1: Um, no, I think that's it. Thank you though.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. Bye-bye.