

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? Hey, my name is Joel Hardwick Junior, and I work for Surge. Um, I wanna opt out of the insurance. I already have my own. Okay, so Surge Staffing. What's the last four of your Social? 1630. Okay. And did you recently just start with Surge Staffing? Yes, I did. All right, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to opt you out of their benefits, I need your full Social. Okay. It's gonna be 416-43-1630. Okay. And you said Joe Hart? Joel, J-O-E-L. Okay. Hardwick, H-A-R-D-W-I-C-K. I thought you said Joe Hart. My apologies. So, I found you. Uh, for security purposes, could you verify your home address, including city, state and zip code? You said my, um... Could I verify what? Your home address, including city, state and zip code. It's gonna be 301 Chestnut Street, Attalla, Alabama 35901. I mean, 35954. I'm sorry. It looks like I have a different address on file. Um, would you have, uh, 409 Greenwood Avenue in Attalla- Yes, sir, that's your home address? Nah, that's my, uh, that's my mailing address. Okay. No worries. And confirm your date of birth. July 17th, 1994. And a good telephone number I have is 256-295-3638? Correct. And the email I have joelhardwick94 at gmail? Yes. Okay. Um, so looking at the file, it looks like you were already enrolled into it. However, I'll go ahead and cancel the medical plan 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 deductions, but after that you should be officially canceled. Okay, Joel? Okay. How did I get enrolled into it because, I mean, I wasn't... I never signed up for myself. Th- that's something they do automatically. Um, yes, sir. So, I do know that Surge Staffing does automatically enroll their new hires into that medical plan usually 30 days after their first paycheck, unless they 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 enrolled you into it anyways. Yeah. I, I noticed once I got a card I started seeing 15 extra dollars taken out of my check every week. Yes, sir. So, that's probably what happened. They auto-enrolled you. Yeah. All right. Okay. Um, but I went ahead and processed that cancellation for you. Is there anything else I could help you out with today? Nah, that'd be it. Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day. Okay? You as well. I appreciate it, man. You're welcome. 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: Hey, my name is Joel Hardwick Junior, and I work for Surge. Um, I wanna opt out of the insurance. I already have my own.

Speaker speaker_1: Okay, so Surge Staffing. What's the last four of your Social?

Speaker speaker_2: 1630.

Speaker speaker_1: Okay. And did you recently just start with Surge Staffing?

Speaker speaker_2: Yes, I did.

Speaker speaker_1: All right, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to opt you out of their benefits, I need your full Social.

Speaker speaker_2: Okay. It's gonna be 416-43-1630.

Speaker speaker_1: Okay. And you said Joe Hart?

Speaker speaker_2: Joel, J-O-E-L.

Speaker speaker_1: Okay.

Speaker speaker_2: Hardwick, H-A-R-D-W-I-C-K.

Speaker speaker_1: I thought you said Joe Hart. My apologies. So, I found you. Uh, for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: You said my, um... Could I verify what?

Speaker speaker_1: Your home address, including city, state and zip code.

Speaker speaker_2: It's gonna be 301 Chestnut Street, Attalla, Alabama 35901. I mean, 35954. I'm sorry.

Speaker speaker_1: It looks like I have a different address on file.

Speaker speaker_2: Um, would you have, uh, 409 Greenwood Avenue in Attalla-

Speaker speaker_1: Yes, sir, that's your home address?

Speaker speaker_2: Nah, that's my, uh, that's my mailing address.

Speaker speaker_1: Okay. No worries. And confirm your date of birth.

Speaker speaker_2: July 17th, 1994.

Speaker speaker_1: And a good telephone number I have is 256-295-3638?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have joelhardwick94 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you were already enrolled into it. However, I'll go ahead and cancel the medical plan 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 deductions, but after that you should be officially canceled. Okay, Joel?

Speaker speaker_2: Okay. How did I get enrolled into it because, I mean, I wasn't... I never signed up for myself. Th- that's something they do automatically.

Speaker speaker_1: Um, yes, sir. So, I do know that Surge Staffing does automatically enroll their new hires into that medical plan usually 30 days after their first paycheck, unless they 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 enrolled you into it anyways.

Speaker speaker_2: Yeah. I, I noticed once I got a card I started seeing 15 extra dollars taken out of my check every week.

Speaker speaker_1: Yes, sir. So, that's probably what happened. They auto-enrolled you.

Speaker speaker_2: Yeah. All right.

Speaker speaker_1: Okay. Um, but I went ahead and processed that cancellation for you. Is there anything else I could help you out with today?

Speaker speaker_2: Nah, that'd be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day. Okay?

Speaker speaker_2: You as well. I appreciate it, man.

Speaker speaker_1: You're welcome. Bye-bye.