

Transcript: Justin

Mills-6679835480211456-5664824557355008

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah. I have reason to believe that my, uh, my employer enrolled m- possibly enrolled me i- into some insurance, and I just wanted to un-enroll. Okay. What's the name of that staffing agency you work for? Uh, Surge. I'm actually not sure if they did or not, but my brother said they did it to him and I just wanna make sure that they didn't, because I already have insurance. Yeah. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. However, what's the last four of your social so I can pull your file for you? It's, uh, 7117. And your first and last name? It's Sean Honesty. Yep. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Holmes? Uh, I'm not sure if they have the 73 Laurel Street or the 3775, uh, Planetree, 'cause I just moved. Looks like I have 73 Laurel Street. Is that a old address? Yeah. Yeah. Okay. What's the new address, so I can go ahead and update it? Okay. It's 3775 Planetree Drive, and that's Columbus, Ohio. I think it's 43228. And confirm your date of birth. Um, December 4th, 1981. And a good telephone number have is 937-508-8888. Yeah. And the email will have a SeanHonesty1@gmail? Yep. Okay. So, looking at the file, it looks like Surge automatically enrolled you into that medical plan. However, there was a pending request sent for enrollment, so I do know that there will be one deduction that comes off of it. However, I'll go ahead and cancel it for you. Um, but other than that- Okay. ... that one deduction that does come off, everything should be canceled for you. Okay? Okay. Sounds good. Okay. Other than that, Sean- I appreciate it. ... is there anything else I can assist you with today? Uh, not really. I think that was about it. Awesome. Well, you have a wonderful day, okay? I appreciate it, yeah. You're welcome. You too. Thank you. All right now. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yeah. I have reason to believe that my, uh, my employer enrolled m- possibly enrolled me i- into some insurance, and I just wanted to un-enroll.

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

Speaker speaker_1: Uh, Surge. I'm actually not sure if they did or not, but my brother said they did it to him and I just wanna make sure that they didn't, because I already have

insurance.

Speaker speaker_0: Yeah. Well, I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. However, what's the last four of your social so I can pull your file for you?

Speaker speaker_1: It's, uh, 7117.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: It's Sean Honesty.

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

Speaker speaker_1: Uh, I'm not sure if they have the 73 Laurel Street or the 3775, uh, Planetree, 'cause I just moved.

Speaker speaker_0: Looks like I have 73 Laurel Street. Is that a old address?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay. What's the new address, so I can go ahead and update it?

Speaker speaker_1: Okay. It's 3775 Planetree Drive, and that's Columbus, Ohio. I think it's 43228.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Um, December 4th, 1981.

Speaker speaker_0: And a good telephone number have is 937-508-8888.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email will have a SeanHonesty1@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, looking at the file, it looks like Surge automatically enrolled you into that medical plan. However, there was a pending request sent for enrollment, so I do know that there will be one deduction that comes off of it. However, I'll go ahead and cancel it for you. Um, but other than that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that one deduction that does come off, everything should be canceled for you. Okay?

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Okay. Other than that, Sean-

Speaker speaker_1: I appreciate it.

Speaker speaker_0: ... is there anything else I can assist you with today?

Speaker speaker_1: Uh, not really. I think that was about it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: I appreciate it, yeah.

Speaker speaker_0: You're welcome.

Speaker speaker_1: You too. Thank you. All right now.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.