

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Okay. So, um, my husband, he works through, um, Surge Temp- the, the temp company. And, um, I'm guessing some kind of insurance was being taken out of his check, so the people that work there told him to call and ask for a refund. So, are you on his coverage by any chance? Um, no. I just... I, I just have all his information, and he's at work, so he got me to do it for him. Unfortunately, if you're not on his coverage, you would have to call in personally to get the coverage canceled. And- Okay. ... 'cause even with Surge, they don't typically do refunds because they do auto-enroll their employees into that coverage. Oh, okay. Yeah, see, they, they... They're the ones that told him to call and ask for a refund. Mm-hmm. I'm not sure why they would tell him to do that, 'cause they're... They're the ones that auto-enroll their employees into those plans. And unless they decline- Mm-hmm. ... those plans, they... They're... They wouldn't be able to get a refund. And if anybody would be able to give them a refund, it would be Surge themselves. We wouldn't be able to, because we're not the carrier. We're... And we're not the employee. Oh. We wouldn't send anything from... All we do is get you enrolled or unenrolled from the coverage. Okay. Okay, thank you. No problem. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Okay. So, um, my husband, he works through, um, Surge Temp- the, the temp company. And, um, I'm guessing some kind of insurance was being taken out of his check, so the people that work there told him to call and ask for a refund.

Speaker speaker_0: So, are you on his coverage by any chance?

Speaker speaker_1: Um, no. I just... I, I just have all his information, and he's at work, so he got me to do it for him.

Speaker speaker_0: Unfortunately, if you're not on his coverage, you would have to call in personally to get the coverage canceled. And-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 'cause even with Surge, they don't typically do refunds because they do auto-enroll their employees into that coverage.

Speaker speaker_1: Oh, okay. Yeah, see, they, they... They're the ones that told him to call and ask for a refund.

Speaker speaker_0: Mm-hmm. I'm not sure why they would tell him to do that, 'cause they're... They're the ones that auto-enroll their employees into those plans. And unless they decline-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... those plans, they... They're... They wouldn't be able to get a refund. And if anybody would be able to give them a refund, it would be Surge themselves. We wouldn't be able to, because we're not the carrier. We're... And we're not the employee.

Speaker speaker_1: Oh.

Speaker speaker_0: We wouldn't send anything from... All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.