

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name's Seth Barnhart and I'm through, uh, Surge Staffing and I d- I've been... I just noticed that they've been taking \$15 a week out of my check for insurance and they said I need to call you guys. Um, I don't want that nor did I sign up for it or ask for it. So, um, how do we, how do we fix this? What's the last four of your social, sir? 5193. First name? Seth. S-E-T-H. For security purposes, can you verify your address and date of birth for me? Uh, 1215 College Street, Bowling Green, Kentucky 42101. Birthdate January 31st, 1979. Thank you. I- I got that canceled for you, Mr. Seth. Please be advised the cancellation process does take more than two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else. Okay. What about, uh, getting my money back that you've been taking? So just to clarify, sir, we're not taking any money from you, sir. Surge auto-enrolls you guys into that plan. So if you wanted to get a refund, you want to speak with them about it. On our end, we would not be able to give any type of refund because you were auto-enrolled into these plans. Okay. Um, so had I wanted to use that insurance, how would I have known how to use it or had any access to it without an insurance card, without no, uh, information? You should have received your... a new, a card in the mail by now. Well, all right. Well, thanks for, uh, canceling it.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, my name's Seth Barnhart and I'm through, uh, Surge Staffing and I d- I've been... I just noticed that they've been taking \$15 a week out of my check for insurance and they said I need to call you guys. Um, I don't want that nor did I sign up for it or ask for it. So, um, how do we, how do we fix this?

Speaker speaker_1: What's the last four of your social, sir?

Speaker speaker_2: 5193.

Speaker speaker_1: First name?

Speaker speaker_2: Seth. S-E-T-H.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 1215 College Street, Bowling Green, Kentucky 42101. Birthdate January 31st, 1979.

Speaker speaker_1: Thank you. I- I got that canceled for you, Mr. Seth. Please be advised the cancellation process does take more than two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else.

Speaker speaker_2: Okay. What about, uh, getting my money back that you've been taking?

Speaker speaker_1: So just to clarify, sir, we're not taking any money from you, sir. Surge auto-enrolls you guys into that plan. So if you wanted to get a refund, you want to speak with them about it. On our end, we would not be able to give any type of refund because you were auto-enrolled into these plans.

Speaker speaker_2: Okay. Um, so had I wanted to use that insurance, how would I have known how to use it or had any access to it without an insurance card, without no, uh, information?

Speaker speaker_1: You should have received your... a new, a card in the mail by now.

Speaker speaker_2: Well, all right. Well, thanks for, uh, canceling it.