

Transcript: Malcolm

Nash-6009525425979392-6519474845433856

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? Yes, this is, um, Jacarius Damas and I'm, um, I'm employed through, um, Surge Staffing and, um, I wanna, um, I'm just calling to, um, basically to, um, to say that I don't need the insurance that they're offering. What's the last four of your social? It's 6868. First name? Jacarius. J-A-C-A-R-I-U-S. Last name? Damas. D-A-M-A-S. All right. For security purposes, can you verify your address and date of birth for me? 3125 11th Street of Southwest Canton, Ohio, 44710. My date of birth is 593-42-6868. I'm gonna need your date of birth. Oh, I'm sorry. I thought you said my social. Um, 08/16/1986. Thank you. So we got your phone number at 234-263-6675? Yes, sir. And the email is JDamas86@gmail.com? Yes, sir. You... So it does look like they already got you enrolled into the coverage. I went ahead and canceled that for you. Okay. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks but after two weeks, you shouldn't see anything else. Okay, so if an induction come back, will I get reimbursed for that or no? No, sir, because they, Surge does auto-enroll their employees into this plan if they don't decline it. Okay. All right, but it will be declined sometime. Yeah. We'll cancel out after two weeks. It doesn't look like they've taken any deductions yet, but it does look like there, it has been sent in. So you haven't received any deductions yet but it is possible to receive two. Okay. But after those two you won't see anymore. Okay. Thank you, sir. I appreciate it. No problem, Mr. Jacarius. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too, sir. Mm-hmm. Thank you.

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: Yes, this is, um, Jacarius Damas and I'm, um, I'm employed through, um, Surge Staffing and, um, I wanna, um, I'm just calling to, um, basically to, um, to say that I don't need the insurance that they're offering.

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

Speaker speaker_2: It's 6868.

Speaker speaker_1: First name?

Speaker speaker_2: Jacarius. J-A-C-A-R-I-U-S.

Speaker speaker_1: Last name?

Speaker speaker_2: Damas. D-A-M-A-S.

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

Speaker speaker_2: 3125 11th Street of Southwest Canton, Ohio, 44710. My date of birth is 593-42-6868.

Speaker speaker_1: I'm gonna need your date of birth.

Speaker speaker_2: Oh, I'm sorry. I thought you said my social. Um, 08/16/1986.

Speaker speaker_1: Thank you. So we got your phone number at 234-263-6675?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is JDamas86@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: You... So it does look like they already got you enrolled into the coverage. I went ahead and canceled that for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Please be advised the cancellation process does take one to 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, so if an induction come back, will I get reimbursed for that or no?

Speaker speaker_1: No, sir, because they, Surge does auto-enroll their employees into this plan if they don't decline it.

Speaker speaker_2: Okay. All right, but it will be declined sometime.

Speaker speaker_1: Yeah. We'll cancel out after two weeks. It doesn't look like they've taken any deductions yet, but it does look like there, it has been sent in. So you haven't received any deductions yet but it is possible to receive two.

Speaker speaker_2: Okay.

Speaker speaker_1: But after those two you won't see anymore.

Speaker speaker_2: Okay. Thank you, sir. I appreciate it.

Speaker speaker_1: No problem, Mr. Jacarius. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too, sir. Mm-hmm.

Speaker speaker_1: Thank you.