

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for the Hard . This is Pamela speaking. How may I help you? Uh, I was, uh, trying to cancel this. I don't need this. I don't know... I guess it was applied just because I work for Surge, through Surge Staffing and they transferred me to you. Okay. No problem. Yeah. May I have the last three digits of the social? 8872. All right. You know, somebody is trouble at school? Your first and last name, sir? They said that- Jeffrey Vincent. You know exactly where it goes. You don't have to even play with me. But don't tell people. Jeffrey... Yeah. Vincent J-l-m-i-n-o. No, no, no. Where's she at? Now put her on the screen. Turn on your phone right now. Give me one second. All right, 0001 am. Mr. Vincent- Yeah. ... for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Okay, uh, my date of birth is 2/15/82. Uh, the address is probably Jackson Pike 2655 or... Yeah, that's it. And what was... Where is it located? I need the city and state coded just to make sure I have it correct on my end. Um, this is Columbus, Ohio, uh, 43223, I believe. All right. We have a telephone number on file, 317-604-1214 and your- Yeah. ... email is JVincent, your last name, Junior, 215 at gmail.com? Yes. Okay. I can process the cancellation. Okay. It does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled. All right. Is there anything else- When did this start? When, when, when did this start? Like how long have I been paying for this? Um, you were auto enrolled back, uh, November. It started on December 16th. Uh, December 16th. Well, and, uh, how was I enrolled? Is it just something that automatically happens through Surge Staffing? Yes, sir. Yes. When you get the- Wow. ... job, they give you a certain amount of time for you to, uh, opt out either when you apply for the job or you could do it online or giving us a call. Right. Okay. Yeah, I didn't know anything about it. And this insurance entails... What does this insurance entail? Like exactly. It's for preventive care. You, um, you... Let's say if you want to check your cholesterol, diabetes, that type of preventive care, you have to go to a participating provider and you are responsible to pay for the doctor's visit. The insurance only covers the actual procedures. Well, yeah, but I don't got none of them problems. I understand, sir. Um- All right. I went ahead and- Yeah. ... requested a cancellation. Okay. All right? All right. Thank you. Thank you for giving us a call. Have a great rest of the day. Yeah. You too. Bye-bye. Bye. Yeah.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits for the Hard . This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, I was, uh, trying to cancel this. I don't need this. I don't know... I guess it was applied just because I work for Surge, through Surge Staffing and they transferred me to you.

Speaker speaker_1: Okay.

Speaker speaker_0: No problem.

Speaker speaker_2: Yeah.

Speaker speaker_0: May I have the last three digits of the social?

Speaker speaker_2: 8872.

Speaker speaker_1: All right. You know, somebody

Speaker speaker_3: Is trouble at school?

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_3: They said that-

Speaker speaker_2: Jeffrey Vincent.

Speaker speaker_3: You know exactly where it goes. You don't have to even play with me. But don't tell people.

Speaker speaker_0: Jeffrey...

Speaker speaker_2: Yeah. Vincent J-I-m-i-n-o.

Speaker speaker_3: No, no, no. Where's she at? Now put her on the screen. Turn on your phone right now.

Speaker speaker_0: Give me one second.

Speaker speaker_3: All right, 0001 am.

Speaker speaker_1: Mr. Vincent-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay, uh, my date of birth is 2/15/82. Uh, the address is probably Jackson Pike 2655 or... Yeah, that's it.

Speaker speaker_0: And what was... Where is it located? I need the city and state coded just to make sure I have it correct on my end.

Speaker speaker_2: Um, this is Columbus, Ohio, uh, 43223, I believe.

Speaker speaker_0: All right. We have a telephone number on file, 317-604-1214 and your-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... email is JVincent, your last name, Junior, 215 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. I can process the cancellation.

Speaker speaker_2: Okay.

Speaker speaker_0: It does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled. All right. Is there anything else-

Speaker speaker_2: When did this start? When, when, when did this start? Like how long have I been paying for this?

Speaker speaker_0: Um, you were auto enrolled back, uh, November. It started on December 16th.

Speaker speaker_2: Uh, December 16th. Well, and, uh, how was I enrolled? Is it just something that automatically happens through Surge Staffing?

Speaker speaker_0: Yes, sir. Yes. When you get the-

Speaker speaker_2: Wow.

Speaker speaker_0: ... job, they give you a certain amount of time for you to, uh, opt out either when you apply for the job or you could do it online or giving us a call.

Speaker speaker_2: Right. Okay. Yeah, I didn't know anything about it. And this insurance entails... What does this insurance entail? Like exactly.

Speaker speaker_0: It's for preventive care. You, um, you... Let's say if you want to check your cholesterol, diabetes, that type of preventive care, you have to go to a participating provider and you are responsible to pay for the doctor's visit. The insurance only covers the actual procedures.

Speaker speaker_2: Well, yeah, but I don't got none of them problems.

Speaker speaker_0: I understand, sir. Um-

Speaker speaker_2: All right.

Speaker speaker_0: I went ahead and-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... requested a cancellation.

Speaker speaker_2: Okay.

Speaker speaker_0: All right?

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Yeah. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: Bye.

Speaker speaker_3: Yeah.