

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefit in a Card. My name is Pearl, who may I speak with? Uh, this is, uh, Sadarian Montfort. How can I assist you? And how can I assist you? Uh, I'm, um, I'm working surge staffing, uh, and I just, uh, did a job, like, uh, it was just a two-day assignment. Um, and I received, uh, uh, two checks. Uh, one for one day and one for the other day. And, um, uh, the, my temp agency, uh, the lady, she told me to call this number because it, it's showing that it's taking out... it took out insurance for me on the, um, for both checks and I didn't sign up for that. Okay. So Surge has an auto-enrollment program. If you didn't call within the first 30 days of receiving your first paycheck to decline it, they automatically enroll you in a preventative health plan. Oh. I had no idea for that, um, because, like, this job is, it was only a two-day assignment. I didn't... It wasn't, like, permanently, so I didn't think... I had no idea about this. Um. Yes. So, and there's no way to see- I can- 30 days, 30 days of when you first start the work or...? Um, so it's when you fill out from, uh, 30 days from the time you fill out your paperwork, so you, you fill out the information. Um, so that's including when you do your ongoing, they do provide that form for you to decline on. So that's, you know, it's, it's from when you fill out that information and then depending on when you start. Oh, okay. Okay. So is it... Am I able to, uh, can I, um, go ahead and enroll in that? Yeah. What are the last four digits of your social? Uh, 1072. Okay. Give me one moment. Would you repeat your name for me? Uh, S-A-D-A-R-I-E-N. And Montfort, M-O-N-T-F-O-R-T. All righty. And confirm your address and date of birth. Uh, 3515 Pleasant Dale Road, uh, Doraville, Georgia, um, March 15th, 1992. All right. And I have your phone number as 912-503-89... Give me one second, 912-503-8670? Yes, ma'am. And have you emailed us at your first name, your last name at yahoo.com? Uh, yes. Yeah, yes, yep, mm-hmm. And you said you wanted to cancel, correct? Yes. Okay. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most, it'd be two. Okay. Thank you so much for calling. You have a great day. All right. Thank you too.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefit in a Card. My name is Pearl, who may I speak with?

Speaker speaker_2: Uh, this is, uh, Sadarian Montfort.

Speaker speaker_1: How can I assist you? And how can I assist you?

Speaker speaker_2: Uh, I'm, um, I'm working surge staffing, uh, and I just, uh, did a job, like, uh, it was just a two-day assignment. Um, and I received, uh, uh, two checks. Uh, one for one day and one for the other day. And, um, uh, the, my temp agency, uh, the lady, she told me to call this number because it, it's showing that it's taking out... it took out insurance for me on the, um, for both checks and I didn't sign up for that.

Speaker speaker_1: Okay. So Surge has an auto-enrollment program. If you didn't call within the first 30 days of receiving your first paycheck to decline it, they automatically enroll you in a preventative health plan.

Speaker speaker_2: Oh. I had no idea for that, um, because, like, this job is, it was only a two-day assignment. I didn't... It wasn't, like, permanently, so I didn't think... I had no idea about this. Um.

Speaker speaker_1: Yes.

Speaker speaker_2: So, and there's no way to see-

Speaker speaker_1: I can-

Speaker speaker_2: 30 days, 30 days of when you first start the work or...?

Speaker speaker_1: Um, so it's when you fill out from, uh, 30 days from the time you fill out your paperwork, so you, you fill out the information. Um, so that's including when you do your ongoing, they do provide that form for you to decline on. So that's, you know, it's, it's from when you fill out that information and then depending on when you start.

Speaker speaker_2: Oh, okay. Okay. So is it... Am I able to, uh, can I, um, go ahead and enroll in that?

Speaker speaker_1: Yeah. What are the last four digits of your social?

Speaker speaker_2: Uh, 1072.

Speaker speaker_1: Okay. Give me one moment. Would you repeat your name for me?

Speaker speaker_2: Uh, S-A-D-A-R-I-E-N. And Montfort, M-O-N-T-F-O-R-T.

Speaker speaker_1: All righty. And confirm your address and date of birth.

Speaker speaker_2: Uh, 3515 Pleasant Dale Road, uh, Doraville, Georgia, um, March 15th, 1992.

Speaker speaker_1: All right. And I have your phone number as 912-503-89... Give me one second, 912-503-8670?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And have you emailed us at your first name, your last name at yahoo.com?

Speaker speaker_2: Uh, yes. Yeah, yes, yep, mm-hmm.

Speaker speaker_1: And you said you wanted to cancel, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most, it'd be two.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. Thank you too.