

## Transcript: Pearl

**Rojas-6189055597920256-6663243710382080**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Gudalos, who's this speaking with? Tiffany Todd. And how can I assist you? Um, I was calling to, um, basically get a reimbursement back to my, um, account because I didn't want the insurance. What's the name of this company you say you work for? Surge. And the last four digits of your Social? 4966. All right, and if you can verify your address and date of birth? 1338 18th Street Northeast Canton, Ohio 44705 and then my birthday is 11/06/1994. All right, and you have your phone number as 330-458-9141? Yes. And have you emailed us as toddtiffany03@gmail.com? Yes. Okay, so uh, you want to cancel that coverage. So unfortunately, they don't do reimbursements. The company Surge has an auto enrollment program where if you don't call within 30 days of your first paycheck to decline the auto enrollment, you're automatically enrolled- Huh? ... and that's something they should have specified during onboarding. So, I can process the cancellation for you, but there wouldn't be a refund. All right. So she said basically we can't get no, uh, refund because it's been, um, past 30 days. And I mean, I know- Hold on one second. Hold on. I, I already know the number. Okay. I just... Yeah. Hello? Hello? Yeah, why can't we get reimbursed? So, Surge has an auto enrollment program where if you don't call within 30 days of receiving your first paycheck, you're automatically enrolled in a preventative health plan and that's something they specify during onboarding or during your paperwork, so there wouldn't be a refund. Yeah, that's crazy 'cause yeah, I was never told that. Sorry? We, yeah, we were never told that. Well, we're- Yeah, but unfortunately that is what, um, on the onboarding paperwork when you fill out the information, so I'm not able to, to process a refund. Mm. Right. Oh, just take her off. I mean, mine's taken off, too. I mean, if I can speak with her just to finish the process? I don't know what... Huh? If I can speak with her to finish her process? Yeah. We have insurance card. We have insurance already, so what, what we need insurance for y'all for? If I can speak with her to finish the process with her and then we'll continue and have yours canceled as well? Yeah, that, yeah, that's, that's fine. Ms. Todd? Hello? Yes. Yes, so 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. You said it's gonna be two? At most. It could be just one, it might be two, but at most it'd be two. Okay. All righty, and if I can speak with the gentleman so we can get his canceled as well? That's the last. Hold on one second. ... contact here. Hello? All righty, and what is the last four digits of your Social? 8979. And your name? Daniel Armstead. All righty, and if you can affirm your address and date of birth? 1338 18th Street Northeast Canton, Ohio 44705 11061991. Yeah. All righty, and I have your phone number as 234-458-1284? Yeah. And I have your email address as jungblycz562@yap- uh, gmail.com? Yes. All right. And you're canceling as well, correct? Yep. 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. Do you have any questions? No, no. Not right now. What you just, you said something about the deductions, what? I have canceled. So they may take out- What you said about the- ... they might take out the \$15.16 one or two more times, but at most it'll be two. Why? Okay. Why would they, why would they be doing that? Cancellations take one to two weeks to process. All right. Have a great day. Thank you so much for calling. Uh.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Gudalos, who's this speaking with?

Speaker speaker\_2: Tiffany Todd.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I was calling to, um, basically get a reimbursement back to my, um, account because I didn't want the insurance.

Speaker speaker\_1: What's the name of this company you say you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: 4966.

Speaker speaker\_1: All right, and if you can verify your address and date of birth?

Speaker speaker\_2: 1338 18th Street Northeast Canton, Ohio 44705 and then my birthday is 11/06/1994.

Speaker speaker\_1: All right, and you have your phone number as 330-458-9141?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And have you emailed us as toddtiffany03@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so uh, you want to cancel that coverage. So unfortunately, they don't do reimbursements. The company Surge has an auto enrollment program where if you don't call within 30 days of your first paycheck to decline the auto enrollment, you're automatically enrolled-

Speaker speaker\_2: Huh?

Speaker speaker\_1: ... and that's something they should have specified during onboarding. So, I can process the cancellation for you, but there wouldn't be a refund.

Speaker speaker\_2: All right. So she said basically we can't get no, uh, refund because it's been, um, past 30 days.

Speaker speaker\_3: And I mean, I know-

Speaker speaker\_2: Hold on one second. Hold on.

Speaker speaker\_3: I, I already know the number.

Speaker speaker\_1: Okay.

Speaker speaker\_3: I just... Yeah.

Speaker speaker\_4: Hello?

Speaker speaker\_1: Hello?

Speaker speaker\_4: Yeah, why can't we get reimbursed?

Speaker speaker\_1: So, Surge has an auto enrollment program where if you don't call within 30 days of receiving your first paycheck, you're automatically enrolled in a preventative health plan and that's something they specify during onboarding or during your paperwork, so there wouldn't be a refund.

Speaker speaker\_4: Yeah, that's crazy 'cause yeah, I was never told that.

Speaker speaker\_1: Sorry?

Speaker speaker\_4: We, yeah, we were never told that.

Speaker speaker\_3: Well, we're-

Speaker speaker\_1: Yeah, but unfortunately that is what, um, on the onboarding paperwork when you fill out the information, so I'm not able to, to process a refund.

Speaker speaker\_4: Mm.

Speaker speaker\_3: Right.

Speaker speaker\_4: Oh, just take her off. I mean, mine's taken off, too.

Speaker speaker\_1: I mean, if I can speak with her just to finish the process?

Speaker speaker\_4: I don't know what... Huh?

Speaker speaker\_1: If I can speak with her to finish her process?

Speaker speaker\_4: Yeah. We have insurance card. We have insurance already, so what, what we need insurance for y'all for?

Speaker speaker\_1: If I can speak with her to finish the process with her and then we'll continue and have yours canceled as well?

Speaker speaker\_4: Yeah, that, yeah, that's, that's fine .

Speaker speaker\_1: Ms. Todd?

Speaker speaker\_2: Hello? Yes.

Speaker speaker\_1: Yes, so 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: You said it's gonna be two?

Speaker speaker\_1: At most. It could be just one, it might be two, but at most it'd be two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All righty, and if I can speak with the gentleman so we can get his canceled as well?

Speaker speaker\_3: That's the last .

Speaker speaker\_2: Hold on one second.

Speaker speaker\_3: ... contact here.

Speaker speaker\_4: Hello?

Speaker speaker\_1: All righty, and what is the last four digits of your Social?

Speaker speaker\_4: 8979.

Speaker speaker\_1: And your name?

Speaker speaker\_4: Daniel Armstead.

Speaker speaker\_1: All righty, and if you can affirm your address and date of birth?

Speaker speaker\_4: 1338 18th Street Northeast Canton, Ohio 44705 11061991.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: All righty, and I have your phone number as 234-458-1284?

Speaker speaker\_4: Yeah.

Speaker speaker\_1: And I have your email address as jungblycz562@yap- uh, gmail.com?

Speaker speaker\_4: Yes.

Speaker speaker\_1: All right. And you're canceling as well, correct?

Speaker speaker\_4: Yep.

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\_4: Okay.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_4: No, no. Not right now. What you just, you said something about the deductions, what?

Speaker speaker\_3: I have canceled.

Speaker speaker\_1: So they may take out-

Speaker speaker\_4: What you said about the-

Speaker speaker\_1: ... they might take out the \$15.16 one or two more times, but at most it'll be two.

Speaker speaker\_4: Why?

Speaker speaker\_3: Okay.

Speaker speaker\_4: Why would they, why would they be doing that?

Speaker speaker\_1: Cancellations take one to two weeks to process.

Speaker speaker\_4: All right.

Speaker speaker\_1: Have a great day. Thank you so much for calling.

Speaker speaker\_4: Uh.