

Transcript: Pearl

Rojas-6251814108839936-5993322273882112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudamels, and this is what you're speaking with. Hi, this is Melissa Fisco. And I'm listening to you. And, um, I need to cancel the insurance and get the money back because I have my own insurance and I just realized the insurance was taken out of a couple of my checks. Okay, what's the name of the staff at HGC you work for? Surge, S-U-R-G-E. And the last four digits of your social? 1347. All righty. And if you can confirm your address and date of birth. 2515 Northeast Expressway, Northeast, Atlanta, Georgia, 32274. All right, and I have your phone number as 470-731-9407. Correct. And I have your email address as melissa.fiscum74@gmail.com? Correct. All right. And you said you wanted to cancel the coverage, correct? Cancel the coverage and get my money back for the- the- the what was taken out on the checks already. So unfortunately, they don't do, um, refunds. Refunds do not get issued. Surge has an auto enrollment program where if you don't call within 30 days of your first paycheck to decline coverage, you're automatically enrolled and that's something we- Oh, great. Yeah, that's something they're supposed to s- um, they normally advise during onboarding, um, so unfortunately a refund wouldn't be possible. And then, the cancellations take one to two weeks to process so you still possibly can see one or two more deductions. Okay. Do you have any questions? No, will I get a confirmation email stating that it's been canceled? I can definitely get one sent to you. Thank you. No problem. Thank you so much for calling. You have a great day. 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 Benefits in a Card. My name is Pearl Hudamels, and this is what you're speaking with.

Speaker speaker_2: Hi, this is Melissa Fisco.

Speaker speaker_1: And I'm listening to you.

Speaker speaker_2: And, um, I need to cancel the insurance and get the money back because I have my own insurance and I just realized the insurance was taken out of a couple of my checks.

Speaker speaker_1: Okay, what's the name of the staff at HGC you work for?

Speaker speaker_2: Surge, S-U-R-G-E.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 1347.

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

Speaker speaker_2: 2515 Northeast Expressway, Northeast, Atlanta, Georgia, 32274.

Speaker speaker_1: All right, and I have your phone number as 470-731-9407.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as melissa.fiscum74@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. And you said you wanted to cancel the coverage, correct?

Speaker speaker_2: Cancel the coverage and get my money back for the- the- the what was taken out on the checks already.

Speaker speaker_1: So unfortunately, they don't do, um, refunds. Refunds do not get issued. Surge has an auto enrollment program where if you don't call within 30 days of your first paycheck to decline coverage, you're automatically enrolled and that's something we-

Speaker speaker_2: Oh, great.

Speaker speaker_1: Yeah, that's something they're supposed to s- um, they normally advise during onboarding, um, so unfortunately a refund wouldn't be possible. And then, the cancellations take one to two weeks to process so you still possibly can see one or two more deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, will I get a confirmation email stating that it's been canceled?

Speaker speaker_1: I can definitely get one sent to you.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.