

Transcript: VICTORIA

Taylor-4505616341712896-6485653408366592

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Yes, I'm calling for a cancellation that I never applied for. Okay. So are you wanting to cancel coverage? Yes. Okay. What's the name of the agency you work for? Serge. And the last four of your social? 8672. And, uh, your first and last name? Uh, Jorge Martinez. All right. And then, do you mind verifying your address and date of birth? 5355 Cide Hill. Uh, my date of birth is, uh, 05-20-1978. For that address, what's the city, state, and zip code? Uh, the city, state is, uh, Sun Valley, Nevada 89423. Okay. Phone number is 775-848-9824? Yes. All right, and then email is gonna be last name, first name, 261 at gmail.com? Yes. Okay. Yeah, so it looks like you were just automatically enrolled, which Serge does do, uh, automatic enrollments for new hires. So I could definitely put in a request to have it canceled for you. Okay. Now, I do wanna say that cancellations are not immediate. It takes about one to two weeks for the cancellation to be processed through your payroll. The pe- the, the, the, the, the thing is, I don't want them to cancel my med- my Medicaid. I don't know how this happened, but, uh, you know, I... What I was telling the agency, I told them that, "I don't know how this happened when I told you guys I had Medicaid." Okay. So i-... A couple things. With Serge Staffing, like I said, they automatically all new hires into this plan, unless you opt out of it. Well, th- they- Yeah. They sai- they said that something was gonna come. I was gonna get an email or something just to sign this to, uh... That I was, uh, declining it, but I never got it ove- over my email. Yeah, I'm not aware of any emails that are sent out for that. The only two ways to, to opt out of the auto enrollment is to either call us or fill out an enrollment form declining coverage. So, I mean, like I said- Yeah, because the ti- the time, the time I was hired, ma'am, nobody gave me a, like a... What can I say that what you just said to decline it? Nobody showed me a paper about that. Mm-hmm. Okay. The- Um, I mean, I would definitely speak to Serge Staffing about that. Um, the only thing that I can do on my end is request the cancellation, um, which I've already put in- Okay. ... a request to have it canceled for you, but I wanted to let you know that it's not immediate. It takes about one to two weeks for it to be processed through payroll. So- Yeah, but, uh, I'm, I'm not, I'm not, I'm not gonna use it 'cause I can't use it because of the top dollar they took. I understand. I understand you're not gonna use it. I understand you don't need it. I'm just letting you know how the cancellation process works. So there is a possibility that you'll see one to two more payroll deductions. If you do, it provides the coverage you're paying for until the cancellation has been processed. Now, from here, I would suggest reaching out to Serge Staffing to see if there's anything that they can do on their end, since they have a payroll department there, to expedite the process. Oh, okay. Thank you. You're welcome. Do you need help with anything else? No, I'll go talk to Serge. Thank you. You're welcome. You have a wonderful day. All right, all right, bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I'm calling for a cancellation that I never applied for.

Speaker speaker_0: Okay. So are you wanting to cancel coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8672.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Uh, Jorge Martinez.

Speaker speaker_0: All right. And then, do you mind verifying your address and date of birth?

Speaker speaker_1: 5355 Cide Hill. Uh, my date of birth is, uh, 05-20-1978.

Speaker speaker_0: For that address, what's the city, state, and zip code?

Speaker speaker_1: Uh, the city, state is, uh, Sun Valley, Nevada 89423.

Speaker speaker_0: Okay. Phone number is 775-848-9824?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then email is gonna be last name, first name, 261 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, so it looks like you were just automatically enrolled, which Serge does do, uh, automatic enrollments for new hires. So I could definitely put in a request to have it canceled for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, I do wanna say that cancellations are not immediate. It takes about one to two weeks for the cancellation to be processed through your payroll.

Speaker speaker_1: The pe- the, the, the, the, the thing is, I don't want them to cancel my med- my Medicaid. I don't know how this happened, but, uh, you know, I... What I was telling the agency, I told them that, "I don't know how this happened when I told you guys I had Medicaid."

Speaker speaker_0: Okay. So i-... A couple things. With Serge Staffing, like I said, they automatically all new hires into this plan, unless you opt out of it.

Speaker speaker_1: Well, th- they-

Speaker speaker_0: Yeah.

Speaker speaker_1: They sai- they said that something was gonna come. I was gonna get an email or something just to sign this to, uh... That I was, uh, declining it, but I never got it over my email.

Speaker speaker_0: Yeah, I'm not aware of any emails that are sent out for that. The only two ways to, to opt out of the auto enrollment is to either call us or fill out an enrollment form declining coverage. So, I mean, like I said-

Speaker speaker_1: Yeah, because the ti- the time, the time I was hired, ma'am, nobody gave me a, like a... What can I say that what you just said to decline it? Nobody showed me a paper about that.

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_1: The-

Speaker speaker_0: Um, I mean, I would definitely speak to Serge Staffing about that. Um, the only thing that I can do on my end is request the cancellation, um, which I've already put in-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a request to have it canceled for you, but I wanted to let you know that it's not immediate. It takes about one to two weeks for it to be processed through payroll. So-

Speaker speaker_1: Yeah, but, uh, I'm, I'm not, I'm not, I'm not gonna use it 'cause I can't use it because of the top dollar they took.

Speaker speaker_0: I understand. I understand you're not gonna use it. I understand you don't need it. I'm just letting you know how the cancellation process works. So there is a possibility that you'll see one to two more payroll deductions. If you do, it provides the coverage you're paying for until the cancellation has been processed. Now, from here, I would suggest reaching out to Serge Staffing to see if there's anything that they can do on their end, since they have a payroll department there, to expedite the process.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, I'll go talk to Serge. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right, all right, bye. Bye.