

## **Transcript: VICTORIA**

**Taylor-4758509281656832-4846760457715712**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, my name is James Coley. Hey, uh, can you, uh, get me off a benefit list? I never knew that was it. I keep seeing \$15 deduct from my check. But I'm trying to figure until I got the benefit card. I never signed up for that, so. What's the name of the agency you're working through? Uh, Surge. And the last four of your Social? Uh, 7998. Okay. And I'm sorry, your first and last name? James, and the last name's Coley with junior at the end. Okay. Do you mind ver- James Coley. Say that again? Do you mind verifying your address and date of birth? Uh, 313 Shelter Cove Drive, Pataskala, Ohio. Columbus, uh, uh, Pataskala, Ohio. And my date of birth is March 22nd, 1967. And the phone number is 614-999-2305. 999-2305. Email is going to be first name, the letter B, your last name, 322 at aol.com? Yeah, that's my email. Okay. So Surge Staffing automatically enrolls you into that plan unless you opt out beforehand. I can definitely go ahead and put in a request to cancel it. Um, with cancellations, it does typically take about one to two weeks to be processed through your payroll department, so you may see one to two more payroll deductions. If you- But they're going to be put back on my check? Because I'm not using the benefit, that's not fair. It is nonrefundable because you have 30 days from the date of your first check to opt out of the auto-enrollment. But I, I haven't... They don't have to mail you the check. That's the first thing. Okay. So what I'm telling you though is that the deductions are nonrefundable. It will provide the coverage that you're paying for until the cancellation has been processed but you have 30 days from the date of your first check to opt out of the auto-enrollment. All right, just file for cancellation. Thank you. You're welcome. Do you need help with anything else? No, that's it. Okay, have a good day. Yeah, you too. Thank you. Bye-bye. Yeah.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, my name is James Coley. Hey, uh, can you, uh, get me off a benefit list? I never knew that was it. I keep seeing \$15 deduct from my check. But I'm trying to figure until I got the benefit card. I never signed up for that, so.

Speaker speaker\_0: What's the name of the agency you're working through?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, 7998.

Speaker speaker\_0: Okay. And I'm sorry, your first and last name?

Speaker speaker\_1: James, and the last name's Coley with junior at the end.

Speaker speaker\_0: Okay. Do you mind ver-

Speaker speaker\_1: James Coley. Say that again?

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 313 Shelter Cove Drive, Pataskala, Ohio. Columbus, uh, uh, Pataskala, Ohio. And my date of birth is March 22nd, 1967.

Speaker speaker\_0: And the phone number is 614-999-2305.

Speaker speaker\_1: 999-2305.

Speaker speaker\_0: Email is going to be first name, the letter B, your last name, 322 at aol.com?

Speaker speaker\_1: Yeah, that's my email.

Speaker speaker\_0: Okay. So Surge Staffing automatically enrolls you into that plan unless you opt out beforehand. I can definitely go ahead and put in a request to cancel it. Um, with cancellations, it does typically take about one to two weeks to be processed through your payroll department, so you may see one to two more payroll deductions. If you-

Speaker speaker\_1: But they're going to be put back on my check? Because I'm not using the benefit, that's not fair.

Speaker speaker\_0: It is nonrefundable because you have 30 days from the date of your first check to opt out of the auto-enrollment.

Speaker speaker\_1: But I, I haven't... They don't have to mail you the check. That's the first thing.

Speaker speaker\_0: Okay. So what I'm telling you though is that the deductions are nonrefundable. It will provide the coverage that you're paying for until the cancellation has been processed but you have 30 days from the date of your first check to opt out of the auto-enrollment.

Speaker speaker\_1: All right, just file for cancellation. Thank you.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Okay, have a good day.

Speaker speaker\_1: Yeah, you too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Yeah.