

## Transcript: VICTORIA

**Taylor-5845697658535936-5994893816545280**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Victor, I don't know if you're the one I spoke with a few minutes ago about me trying to cancel my thing, but I think the phone keeps disconnecting me before I could... for whatever reason. Are you the one- Oh, okay. Uh- Excuse me? I'm sorry, go ahead. I'm s- are you, are you the one I briefly was telling while ago, or, or that's somebody else? I'd... I don't remember speaking with you. What's your name? This is the third time something to tell the same thing, but they hang up every time I get to the point. I'm trying to cancel my insurance. They're s- they're trying to tell me it'll gonna take two weeks before the actual cancellation happen. Um- Yes, any type of change or cancellation takes like- Well, who gonna pay for that? Who paying for that two weeks if I'm not using the insurance as of now? I didn't use... I haven't used it yet, but she told me it was something like automatic, automatic, automated thing that with the surge company, that they automatically sign you up for it and if you don't opt out, you're stuck with it. Is that the way it... is that how I end up with it? Yes. So surge staffing does... they automatically enroll all new hires 30 days from the date of your first check unless you opt out beforehand within that 30-day window. Now, unfortunately- But they didn't let me know. Okay. They did not let me know. Okay. So unfortunately, you'll have to speak to surge staffing about that, 'cause they are supposed to inform their employees of that. The only thing we can do on our end, is we can put in a request to have it canceled, but again, that can take about one to two weeks to be processed through your payroll. And there's nothing we can do to expedite that. Um, you might wanna try and reach out to your payroll department to see if there's anything that they can do to expedite the cancellation on their end. But to our knowledge, if you see one to two more payroll deductions, it will provide the coverage you're paying for until payroll has officially canceled it out. So what if they speed one to two payment and may it go three to four payments before- It shou- it should not. It should only take about one to two weeks. So would I get a notification or something letting me know that it's canceled, or I just assume when it's happening? Uh, we don't automatically put together something like that, but I can pull up your file and make sure it's been canceled on our end, and I can send you a confirmation of cancellation if it has. Okay. D- y- you... I think you have my... uh, yeah, just do that then. Just do that. Okay. So what's the last four of your social? 4316. And your first and last name? Dwight Will. Okay. Do you mind verifying your address and date of birth? 104 Autumn Street, Coldwater, zip code 38618. 7-Eleven is 1963. Address. Phone number is 662-292-2596. Yes. And then email is tmweb6@gmail.com. Yes. Okay. Give me one second. Okay. I do see where the cancellation request was put in, so I will go ahead and put together a confirmation and send it to your email. Okay. To the tmweb email, right? Yeah. Tmweb6@gmail.com. All right. Did you need help with anything else? No. That's... I'm gonna tell... I'm gonna let surge know they should warn people that they are automatically enrolled in an insurance that they

didn't sign up for. That's not... that's a tricky way to do things, on both ends. Okay. Yeah. Like I said, to my knowledge, they should inform all new hires of that. But if you have any concerns or wanna express any of that, I would definitely speak to them directly. Well, I definitely will today, tomorrow, I will. Thank you. Okay. You- You're welcome.

## Conversation Format

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

Speaker speaker\_1: Victor, I don't know if you're the one I spoke with a few minutes ago about me trying to cancel my thing, but I think the phone keeps disconnecting me before I could... for whatever reason. Are you the one-

Speaker speaker\_0: Oh, okay. Uh-

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: I'm sorry, go ahead.

Speaker speaker\_1: I'm s- are you, are you the one I briefly was telling while ago, or, or that's somebody else?

Speaker speaker\_0: I'd... I don't remember speaking with you. What's your name?

Speaker speaker\_1: This is the third time something to tell the same thing, but they hang up every time I get to the point. I'm trying to cancel my insurance. They're s- they're trying to tell me it'll gonna take two weeks before the actual cancellation happen. Um-

Speaker speaker\_0: Yes, any type of change or cancellation takes like-

Speaker speaker\_1: Well, who gonna pay for that? Who paying for that two weeks if I'm not using the insurance as of now? I didn't use... I haven't used it yet, but she told me it was something like automatic, automatic, automated thing that with the surge company, that they automatically sign you up for it and if you don't opt out, you're stuck with it. Is that the way it... is that how I end up with it?

Speaker speaker\_0: Yes. So surge staffing does... they automatically enroll all new hires 30 days from the date of your first check unless you opt out beforehand within that 30-day window. Now, unfortunately-

Speaker speaker\_1: But they didn't let me know.

Speaker speaker\_0: Okay.

Speaker speaker\_1: They did not let me know.

Speaker speaker\_0: Okay. So unfortunately, you'll have to speak to surge staffing about that, 'cause they are supposed to inform their employees of that. The only thing we can do on our end, is we can put in a request to have it canceled, but again, that can take about one to two

weeks to be processed through your payroll. And there's nothing we can do to expedite that. Um, you might wanna try and reach out to your payroll department to see if there's anything that they can do to expedite the cancellation on their end. But to our knowledge, if you see one to two more payroll deductions, it will provide the coverage you're paying for until payroll has officially canceled it out.

Speaker speaker\_1: So what if they speed one to two payment and may it go three to four payments before-

Speaker speaker\_0: It shou- it should not. It should only take about one to two weeks.

Speaker speaker\_1: So would I get a notification or something letting me know that it's canceled, or I just assume when it's happening?

Speaker speaker\_0: Uh, we don't automatically put together something like that, but I can pull up your file and make sure it's been canceled on our end, and I can send you a confirmation of cancellation if it has.

Speaker speaker\_1: Okay. D- y- you... I think you have my... uh, yeah, just do that then. Just do that.

Speaker speaker\_0: Okay. So what's the last four of your social?

Speaker speaker\_1: 4316.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Dwight Will.

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

Speaker speaker\_1: 104 Autumn Street, Coldwater, zip code 38618. 7-Eleven is 1963.

Speaker speaker\_0: Address. Phone number is 662-292-2596.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is tmweb6@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me one second. Okay. I do see where the cancellation request was put in, so I will go ahead and put together a confirmation and send it to your email.

Speaker speaker\_1: Okay. To the tmweb email, right?

Speaker speaker\_0: Yeah. Tmweb6@gmail.com.

Speaker speaker\_1: All right.

Speaker speaker\_0: Did you need help with anything else?

Speaker speaker\_1: No. That's... I'm gonna tell... I'm gonna let surge know they should warn people that they are automatically enrolled in an insurance that they didn't sign up for. That's not... that's a tricky way to do things, on both ends.

Speaker speaker\_0: Okay. Yeah. Like I said, to my knowledge, they should inform all new hires of that. But if you have any concerns or wanna express any of that, I would definitely speak to them directly.

Speaker speaker\_1: Well, I definitely will today, tomorrow, I will. Thank you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: You-

Speaker speaker\_0: You're welcome.