

Transcript: VICTORIA

Taylor-6021190184386560-4839833659817984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Uh, hello. Uh, my name is Jennifer Gomez and I'm just calling because I never saw, um, uh, sign a paper to get, uh, this insurance and they're taking money from my checks. Okay. What's the name of your employer? Uh, Jennifer Gomez. No, the name of your employer. Oh, okay. Uh, The Children's Place. Sorry. Is that the name of the staffing agency? Um, oh, no, the... It's Surge. Okay. And the last four of your Social? 6842. And do you mind verifying your address and date of birth? Uh, 354 Railroad Avenue, Albertville. Uh, 33... 5-0, uh, 9-5-0. And my, uh... What was the other one did you say? Date of birth? Uh, December 4th, 2001. Phone number is 256-293-1597? Yes, ma'am. Okay. Thank you. Email is just going to be gomez, M-E-L-C-H-O-R-Y-E-N-I-F-E-R, @gmail.com? Yes, ma'am. Okay. So Surge automatically enrolls members into one of the medical plans they offer unless you opt out beforehand. You can either opt out by filling out the enrollment form and declining the coverage on that enrollment form or calling us. We did not receive a phone call from you and we did not receive a enrollment form declining the coverage, so that's why you were enrolled. Okay. Yeah, because, uh, I talked with one of the, the Surge, uh, people. Mm-hmm. And she gave me this number and she said, "You gotta call and, and tell them that you would like to cancel this insurance," and I was like, "Okay." Okay, sure. I mean, I can definitely cancel. Um, now with cancellations it does typically take about one to two weeks for that to be processed through your payroll, so you may see one to two more payroll deductions. But if you... I don't get it. So that means that I already lost the money? Yes, ma'am. You would have had to call us to opt out before you were be-... B- before you were even enrolled. But I didn't... I guess- Yeah, but I didn't know about this. Okay. So Surge Staffing is responsible for informing you of that. Uh, well, when I asked for, "Where can I see my payroll?" I asked Surge, "When can I see my payroll?" And they gave me the link and then I started looking where they took money from my check and I was like, "I never signed for this insurance," and she said, "Yeah, but you gotta call them." And I was like, "Okay, but you never... I mean, nobody told me about this." So I've been paying this insurance for about four weeks already. Yeah, so, uh, I mean, unfortunately that's something you're going to have to discuss with Surge, why you were never informed about that. Okay. Because you would have had to call us before even being enrolled to opt out. They give you 30 days from the date of your first check to opt out. Okay. So the only thing I can do- But yes, please, I would like to cancel and I appreciate that. Yes, ma'am. So I went ahead and sent the request to have it canceled for you. Um, like I said, you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Do you need help with anything else? Uh, no, ma'am. I was just... I, I just want to cancel this. Okay. I, I went ahead and sent the request

for you. All right. Thank you so much. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, hello. Uh, my name is Jennifer Gomez and I'm just calling because I never saw, um, uh, sign a paper to get, uh, this insurance and they're taking money from my checks.

Speaker speaker_1: Okay. What's the name of your employer?

Speaker speaker_2: Uh, Jennifer Gomez.

Speaker speaker_1: No, the name of your employer.

Speaker speaker_2: Oh, okay. Uh, The Children's Place. Sorry.

Speaker speaker_1: Is that the name of the staffing agency?

Speaker speaker_2: Um, oh, no, the... It's Surge.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 6842.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 354 Railroad Avenue, Albertville. Uh, 33... 5-0, uh, 9-5-0. And my, uh... What was the other one did you say?

Speaker speaker_1: Date of birth?

Speaker speaker_2: Uh, December 4th, 2001.

Speaker speaker_1: Phone number is 256-293-1597?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Thank you. Email is just going to be gomez, M-E-L-C-H-O-R-Y-E-N-I-F-E-R, @gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So Surge automatically enrolls members into one of the medical plans they offer unless you opt out beforehand. You can either opt out by filling out the enrollment form and declining the coverage on that enrollment form or calling us. We did not receive a phone call from you and we did not receive a enrollment form declining the coverage, so that's why you were enrolled.

Speaker speaker_2: Okay. Yeah, because, uh, I talked with one of the, the Surge, uh, people.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And she gave me this number and she said, "You gotta call and, and tell them that you would like to cancel this insurance," and I was like, "Okay."

Speaker speaker_1: Okay, sure. I mean, I can definitely cancel. Um, now with cancellations it does typically take about one to two weeks for that to be processed through your payroll, so you may see one to two more payroll deductions .

Speaker speaker_2: But if you... I don't get it. So that means that I already lost the money?

Speaker speaker_1: Yes, ma'am. You would have had to call us to opt out before you were be-... B- before you were even enrolled.

Speaker speaker_2: But I didn't...

Speaker speaker_1: I guess-

Speaker speaker_2: Yeah, but I didn't know about this.

Speaker speaker_1: Okay. So Surge Staffing is responsible for informing you of that.

Speaker speaker_2: Uh, well, when I asked for, "Where can I see my payroll?" I asked Surge, "When can I see my payroll?" And they gave me the link and then I started looking where they took money from my check and I was like, "I never signed for this insurance," and she said, "Yeah, but you gotta call them." And I was like, "Okay, but you never... I mean, nobody told me about this." So I've been paying this insurance for about four weeks already.

Speaker speaker_1: Yeah, so, uh, I mean, unfortunately that's something you're going to have to discuss with Surge, why you were never informed about that.

Speaker speaker_2: Okay.

Speaker speaker_1: Because you would have had to call us before even being enrolled to opt out. They give you 30 days from the date of your first check to opt out.

Speaker speaker_2: Okay.

Speaker speaker_1: So the only thing I can do-

Speaker speaker_2: But yes, please, I would like to cancel and I appreciate that.

Speaker speaker_1: Yes, ma'am. So I went ahead and sent the request to have it canceled for you. Um, like I said, you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_2: Uh, no, ma'am. I was just... I, I just want to cancel this.

Speaker speaker_1: Okay. I, I went ahead and sent the request for you.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.