

## **Transcript: VICTORIA**

**Taylor-6044047023849472-6191041944010752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ryan? Yeah. Hey, this is Victoria with Benefits on a Card. We previously spoke about the medical insurance being offered through Surge Staffing. Yeah. Yeah. I remember. Hey. So, um, I was able to confirm that the deduction that was made out of that pay stub you forwarded over to us was because of the auto-enrollment. Now, you would have had to opt out of the auto-enrollment to avoid being deducted for coverage. Um, I did ask to see if we could refund the deduction to you. Unfortunately, we can't because you didn't opt out. But we did reach out to your employer to make sure that the deduction is turned off for future references and we did decline the coverage in our system. Well, was you able to make it where it's not gonna take it out of my next check coming up? Um, there's nothing specific towards the next check, but they did reach out to your employer to make sure the deductions are turned off. So, I would just reach out to your employer. From here, we've done everything that we can on our end. But they supposed to tell me that though, ain't they? Yes, sir. They are supposed to review the auto-enrollment with you and give you the option to opt out. Well, nobody even told me about it. Okay. Like I said, I mean, we've done everything that we can on our end. We went ahead and declined it and reached out to your employer to make sure that, you know, the deductions are not made. But I would still suggest reaching out to your employer to make sure that they've received that information. Okay. Did you have any other questions for me? No. That's all. All righty. You have a wonderful day. All right. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Ryan?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Hey, this is Victoria with Benefits on a Card. We previously spoke about the medical insurance being offered through Surge Staffing.

Speaker speaker\_2: Yeah. Yeah. I remember.

Speaker speaker\_1: Hey. So, um, I was able to confirm that the deduction that was made out of that pay stub you forwarded over to us was because of the auto-enrollment. Now, you would have had to opt out of the auto-enrollment to avoid being deducted for coverage. Um, I did ask to see if we could refund the deduction to you. Unfortunately, we can't because you

didn't opt out. But we did reach out to your employer to make sure that the deduction is turned off for future references and we did decline the coverage in our system.

Speaker speaker\_2: Well, was you able to make it where it's not gonna take it out of my next check coming up?

Speaker speaker\_1: Um, there's nothing specific towards the next check, but they did reach out to your employer to make sure the deductions are turned off. So, I would just reach out to your employer. From here, we've done everything that we can on our end.

Speaker speaker\_2: But they supposed to tell me that though, ain't they?

Speaker speaker\_1: Yes, sir. They are supposed to review the auto-enrollment with you and give you the option to opt out.

Speaker speaker\_2: Well, nobody even told me about it.

Speaker speaker\_1: Okay. Like I said, I mean, we've done everything that we can on our end. We went ahead and declined it and reached out to your employer to make sure that, you know, the deductions are not made. But I would still suggest reaching out to your employer to make sure that they've received that information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Did you have any other questions for me?

Speaker speaker\_2: No. That's all.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you. Bye-bye.