

Transcript: VICTORIA

Taylor-6459482502283264-5519702453862400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling- Hello. ... Benefits In A Car. This is Victoria. How can I help you? Yes, hello. Good afternoon. Um, I have a question. I'm with a agency called Surge and I just looked at my check stub and you're taking out some deduction that I never signed up for. Okay. Um, I know Surge Staffing will automatically enroll members into one of the medical plans unless you opt out beforehand. Mm-hmm. Did, did you opt out of the coverage? Yes, I did. Okay. Let me pull up your file. What's the last four of your Social? 4010. And your first and last name? Melinda Francisco. Okay. Uh, do you mind verifying your address and date of birth? My address is 20459 Highway 68, Albertville, Alabama 35951. My birthday, February 27, 2001. Phone number 256-673-7235? Yes, ma'am. And then email's gonna be first name pablo10@gmail.com? Yes, ma'am. Okay. Um, I don't see here that you ever opted out of the coverage. That's why you were enrolled. Yes. Um, whenever I went to apply for Surge and I told the guy that was, um, helping me, I told him that I didn't want no insurance or anything. So I was looking at my check stubs today. Um, I got a Medicare tax off and a MEC TeleRx off, so I was wondering that deduction, if you could opt me out 'cause I just talked to them while ago. Okay. So I, I can't opt you out because you're already pending for the coverage. I mean, I can put in a request to have it canceled for you. Um, now with cancellations, it does typically take about one to two weeks to be processed through payroll. Mm-hmm. So there's a possibility you'll see one to two more payroll deductions. If you do, of course it would provide the coverage you're paying for until the cancellation has been processed. I have a question. About the deduction- Mm-hmm. ... that y'all take off. Um, would I get a refund? Unfortunately no, ma'am- Oh. Oh, okay. ... um, because you have 30 days- Okay. Okay. ... from the date of your first check to call in and opt out before being enrolled. Mm-hmm. And okay, about that, uh, deduction y'all take off, how would I know how much I have in total? So the only deduction that we're taking is for the MEC TeleRx and it's \$15.16 that's being taken outta your check. Mm-hmm. And, uh, what's the, the employee portion Medicare tax? That we don't handle. You'll have to reach out to your payroll department and see what that is. But I'm ass- I'm assuming that's the Medicare tax paid by the government. By the government? Mm-hmm. Okay. Um, if you could process me to cancel the MEC TeleRx please. Yeah, I'll go ahead and put in a request- Okay. ... to have that canceled for you. Like I said, it will take about one to two weeks to be processed through your payroll. So if you do receive- Yes. ... one to two more deductions, it'll provide the coverage until the cancellation process. Okay then. All right then. That'll be fine. All righty. Do you need help with anything else? No, that'll be it. Okay. You have a wonderful day. All right. Thank you. You too. Bye. Thank you. 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-

Speaker speaker_2: Hello.

Speaker speaker_1: ... Benefits In A Car. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hello. Good afternoon. Um, I have a question. I'm with a agency called Surge and I just looked at my check stub and you're taking out some deduction that I never signed up for.

Speaker speaker_1: Okay. Um, I know Surge Staffing will automatically enroll members into one of the medical plans unless you opt out beforehand.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did, did you opt out of the coverage?

Speaker speaker_2: Yes, I did.

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 4010.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Melinda Francisco.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: My address is 20459 Highway 68, Albertville, Alabama 35951. My birthday, February 27, 2001.

Speaker speaker_1: Phone number 256-673-7235?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email's gonna be first name pablo10@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I don't see here that you ever opted out of the coverage. That's why you were enrolled.

Speaker speaker_2: Yes. Um, whenever I went to apply for Surge and I told the guy that was, um, helping me, I told him that I didn't want no insurance or anything. So I was looking at my check stubs today. Um, I got a Medicare tax off and a MEC TeleRx off, so I was wondering that deduction, if you could opt me out 'cause I just talked to them while ago.

Speaker speaker_1: Okay. So I, I can't opt you out because you're already pending for the coverage. I mean, I can put in a request to have it canceled for you. Um, now with

cancellations, it does typically take about one to two weeks to be processed through payroll.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So there's a possibility you'll see one to two more payroll deductions. If you do, of course it would provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: I have a question. About the deduction-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... that y'all take off. Um, would I get a refund?

Speaker speaker_1: Unfortunately no, ma'am-

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: ... um, because you have 30 days-

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: ... from the date of your first check to call in and opt out before being enrolled.

Speaker speaker_2: Mm-hmm. And okay, about that, uh, deduction y'all take off, how would I know how much I have in total?

Speaker speaker_1: So the only deduction that we're taking is for the MEC TeleRx and it's \$15.16 that's being taken outta your check.

Speaker speaker_2: Mm-hmm. And, uh, what's the, the employee portion Medicare tax?

Speaker speaker_1: That we don't handle. You'll have to reach out to your payroll department and see what that is. But I'm ass- I'm assuming that's the Medicare tax paid by the government.

Speaker speaker_2: By the government?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, if you could process me to cancel the MEC TeleRx please.

Speaker speaker_1: Yeah, I'll go ahead and put in a request-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to have that canceled for you. Like I said, it will take about one to two weeks to be processed through your payroll. So if you do receive-

Speaker speaker_2: Yes.

Speaker speaker_1: ... one to two more deductions, it'll provide the coverage until the cancellation process.

Speaker speaker_2: Okay then. All right then. That'll be fine.

Speaker speaker_1: All righty. Do you need help with anything else?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: All right. Thank you. You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.