

## Transcript: Chris Sofield

(deactivated)-6492698866663424-5361370121158656

### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yeah, I need to transfer my plan. Okay. What staffing company do you work with? American Staffing. Okay. Um, we have two, uh, companies that we partner with that have similar names to that. Is it AmeriStaff or American StaffCorp? American StaffCorp. Thank you. Uh, the last four of your social? 8184. And your first and last name? Hirk, K-I-R-K. Fuller, F-U-L-L-E-R. Thank you. Mr. Fuller, could you verify your address and date of birth for me? Uh, DOB is 6/27/83, and the address is 1806 South Elma Avenue, Broken Arrow, Oklahoma 74012. Thank you. One moment. Phone on file I have is 912-492-8393. Is that correct? Correct. All right. I'm not showing that you're currently enrolled in any insurance, and you're also opted out of automatic enrollment, so there's nothing to cancel. Then why is it coming out of my paycheck? Uh, shouldn't be. Um, as far as I can see, there ha- there have been no deductions. I do see there was an, there was a prior enrollment but that was I- that, that was in 2023. Uh, Maxell RX \$16.80. Uh... Yeah, that's not showing up on our side. I'm not sure where the deduction is coming from. I'm looking at, looking at my pay stub right now and you guys have taken it out the two weeks that I've worked here. Okay. So, deductions would be handled by American StaffCorp's payroll team. We're not directly involved in that other than letting them know how much to take out. But again, no... We haven't sent anything for them to take anything out. N- not since it, not since the coverage terminated back in 2023. Only thing I can do is send an email to our back office team and let them know, and let them know to reach out to American StaffCorp, show that you are not currently enrolled and deductions should not be coming out. Yeah, 'cause they are. I just started this job, uh, two weeks ago. Well, this is the third week now and both, both paychecks it's coming out. Um... So yeah. Okay. Yeah. I'll- If you can email whoever, uh, that would be great, if they can just stop it. I mean, it's not a lot of money but I don't need the, the coverage already. I'm already insured so there's no point in me paying. No, I'm... Yeah. I understand. I mean, it's up to them though. I'll, I'll, um... Yeah. I'll definitely send out an informa- or I'll send out a, uh, an email to the back office team and have them reach out to American StaffCorp to try to, try to get that stopped for you. Like I said, I don't show any current enrollment and you're currently opted out of automatic enrollment, so I'm not sure why American StaffCorp's taking those out. Uh, maybe 'cause they just automatically do it on it. 'Cause it's an automatic enrollment when you start working for them. Uh, I have to go in within 30 days of starting and go through and cancel it. Right. But our file shows that you o- your, your file is marked as opted out of the automatic enrollment, so the fact that that happened is a, is, there's something else going on that... Okay. Yeah. If you're o- if w- Yeah. Let me look at it because I'm, I'm looking also at the form, uh, and it says that I am enrolled in automatic, uh, not that I opted out. It says that I am enrolled. So yeah, if you can just call or talk to whoever you got to talk to, I'd appreciate it. And then, uh, get that taken care

of, man. All right. Yeah. We'll, we'll reach out to them and see what's going on with that. And, um, once I hear back from the back office team, I'll give you a call back and let you know what's happening moving forward. All right. Thanks. I appreciate it. Yes, sir. Have a good day. You too. All right. Bye now.

## Conversation Format

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

Speaker speaker\_1: Uh, yeah, I need to transfer my plan.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: American Staffing.

Speaker speaker\_0: Okay. Um, we have two, uh, companies that we partner with that have similar names to that. Is it AmeriStaff or American StaffCorp?

Speaker speaker\_1: American StaffCorp.

Speaker speaker\_0: Thank you. Uh, the last four of your social?

Speaker speaker\_1: 8184.

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

Speaker speaker\_1: Hirk, K-I-R-K. Fuller, F-U-L-L-E-R.

Speaker speaker\_0: Thank you. Mr. Fuller, could you verify your address and date of birth for me?

Speaker speaker\_1: Uh, DOB is 6/27/83, and the address is 1806 South Elma Avenue, Broken Arrow, Oklahoma 74012.

Speaker speaker\_0: Thank you. One moment. Phone on file I have is 912-492-8393. Is that correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. I'm not showing that you're currently enrolled in any insurance, and you're also opted out of automatic enrollment, so there's nothing to cancel.

Speaker speaker\_1: Then why is it coming out of my paycheck?

Speaker speaker\_0: Uh, shouldn't be. Um, as far as I can see, there ha- there have been no deductions. I do see there was an, there was a prior enrollment but that was I- that, that was in 2023.

Speaker speaker\_1: Uh, Maxell RX \$16.80.

Speaker speaker\_0: Uh... Yeah, that's not showing up on our side. I'm not sure where the deduction is coming from.

Speaker speaker\_1: I'm looking at, looking at my pay stub right now and you guys have taken it out the two weeks that I've worked here.

Speaker speaker\_0: Okay. So, deductions would be handled by American StaffCorp's payroll team. We're not directly involved in that other than letting them know how much to take out. But again, no... We haven't sent anything for them to take anything out. N- not since it, not since the coverage terminated back in 2023. Only thing I can do is send an email to our back office team and let them know, and let them know to reach out to American StaffCorp, show that you are not currently enrolled and deductions should not be coming out.

Speaker speaker\_1: Yeah, 'cause they are. I just started this job, uh, two weeks ago. Well, this is the third week now and both, both paychecks it's coming out. Um... So yeah.

Speaker speaker\_0: Okay. Yeah. I'll-

Speaker speaker\_1: If you can email whoever, uh, that would be great, if they can just stop it. I mean, it's not a lot of money but I don't need the, the coverage already. I'm already insured so there's no point in me paying.

Speaker speaker\_0: No, I'm... Yeah. I understand.

Speaker speaker\_1: I mean, it's up to them though.

Speaker speaker\_0: I'll, I'll, um... Yeah. I'll definitely send out an informa- or I'll send out a, uh, an email to the back office team and have them reach out to American StaffCorp to try to, try to get that stopped for you. Like I said, I don't show any current enrollment and you're currently opted out of automatic enrollment, so I'm not sure why American StaffCorp's taking those out.

Speaker speaker\_1: Uh, maybe 'cause they just automatically do it on it. 'Cause it's an automatic enrollment when you start working for them. Uh, I have to go in within 30 days of starting and go through and cancel it.

Speaker speaker\_0: Right. But our file shows that you o- your, your file is marked as opted out of the automatic enrollment, so the fact that that happened is a, is, there's something else going on that...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. If you're o- if w-

Speaker speaker\_1: Yeah. Let me look at it because I'm, I'm looking also at the form, uh, and it says that I am enrolled in automatic, uh, not that I opted out. It says that I am enrolled. So yeah, if you can just call or talk to whoever you got to talk to, I'd appreciate it. And then, uh, get that taken care of, man.

Speaker speaker\_0: All right. Yeah. We'll, we'll reach out to them and see what's going on with that. And, um, once I hear back from the back office team, I'll give you a call back and let

you know what's happening moving forward.

Speaker speaker\_1: All right. Thanks. I appreciate it.

Speaker speaker\_0: Yes, sir. Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye now.