

## Transcript: Estefania

**Acevedo-4781743051816960-4864590588198912**

### Full Transcript

Thank you for calling Benefit to no card. My name is Stephanie. How can I assist you? Yes, I need you to assist me. Um, you guys are taking money out of my check, which I didn't agree on, for the medical- What kind of staffing agency do you work for? Surge. Okay. I do have to let you know that some staffing agencies auto-enroll their members into a MEC plan. So it is the member's responsibility to call and opt out from the auto-enrollment within 30 days of receiving your first check. If you don't do so, Surge does automatically enroll you into this benefit. Um, what are the last four of your Social? No, no, no, no, no. I, I told them in 2024 when they did this stuff not to be putting me on insurance. I don't even work full-time for them. I'm only working thir- 15 hours a week and you guys are taking money out of me. Okay, um- I'm on Medicaid right now. Unfortunately- I'm on Medicaid. I did not agree to this, and I want my money back. Okay. Unfortunately- I'm trying to get this crap. Ma'am- I just got a message from you guys. I opted out a long time ago and you guys know this. And I don't care, I'm not their new staffing. I've been working with them since 2024, 2024. Okay. Ma'am, I have to get in your file if you want me to cancel or opt you out. But I want my money back. But that's just how . I want my money back. I want my \$17,000. Unfortunately, we don't do refunds. Huh? Unfortunately, we don't do refunds. Like I said, they do automatically enroll you into that plan. I'm- And that's- I want my money back. I didn't agree to it and they just automatically enrolled me anyway. Okay, ma'am. 'Cause that's not something I want on any of their insurance. So that's something where you just- I'm on Medicaid. You're messing up my Medicaid. No, you're messing up my Medicaid. You need to send me or something so I can make complaints. Then you give me a boss that, that's over you, so I can get this fixed. I want my money back. Okay. What are the last four of your Social? I need to get in your file. 1572 and I opted out a long time ago, because What's your first and last name? ... the name was the same. Kimberly Justice. Kimberly Justice. I want my money back. For security purposes, I do need you to verify your address and date of birth. 970 Kingsbury Court, North Ohio 43055. And I'm not paying for this insurance on my Medicaid. What's your date of birth? I'm, I'm going to take it- Ma'am, I need, I need your date of- 313-1966. 313-1966, your insurance is not good. That's 007- Okay. ... that's why I got out. Ma'am, I need to go over your file before I give you any information. Is your phone number 740-84- No, I'll take you to court. I'll take you to court. Is your phone number- 'Cause you said, you know my number. You know my number because you sent me a message last, uh, two weeks ago. Ma'am, ma'am, I have to go over your file. Don't you know who you're saying who's gonna get my money back? 'Cause y'all getting my money back. Ma'am. I'll get a lawyer and get my money back. Okay, I understand. If your phone- And see you in four months. If your phone number is- 740-814-4132. And then I have kimberly.justice83@gmail.com. Is that up to date? Yeah. But that has nothing to do with it. Okay. That, I got a text message from you guys saying, "Congratulations." Ma'am, I'm trying

to go over what I'm looking at. So you're not even enrolled into any of the benefits here. Yeah, you're taking the money out of my pocket, so I want my money back. It's shown on my check just like you said. So what does it say? It says you guys took \$78 this year so far out of my check. So we don't have no- \$78.12. I don't care what you have. Ma'am- I don't care what you have. You're taking it now. ... you don't have any active coverage with us. You had active coverage in 2024- Then why is it being taken out of my check? Why are you texting me and it's taken out of my check? Okay. Ma'am, I'm trying to talk to you. Somebody's messing with it. Okay. So I'm trying to inform you that you don't have any active coverage since 2024. I'm looking and there's no deductions that have been made. The last deduction that you had was- So someone must've taken money out of my check. Okay, so- I don't care if somebody's taking money out of my check. ... what does your deduction say? What does your deduction say? My deduction, the deduction says 100... For the whole amount, for the RX. Yes, but- For all of it, is \$102.08 before I get to this. But what does the description say? 'Cause I don't see no deductions being taken out of your check. It says 19.53 it took out for MIA. But what does the description say? Well, description says, it says MA Med CS MA. That's not us. That's what I was trying to tell you when we were sitting here in the call. I don't know who the hell it is but somebody- Whatever. Okay-

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit to no card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I need you to assist me. Um, you guys are taking money out of my check, which I didn't agree on, for the medical-

Speaker speaker\_0: What kind of staffing agency do you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: Okay. I do have to let you know that some staffing agencies auto-enroll their members into a MEC

Speaker speaker\_2: plan. So it is the member's responsibility to call and opt out from the auto-enrollment within 30 days of receiving your first check. If you don't do so, Surge does automatically enroll you into this benefit. Um, what are the last four of your Social?

Speaker speaker\_1: No, no, no, no, no. I, I told them in 2024 when they did this stuff not to be putting me on insurance. I don't even work full-time for them. I'm only working thir- 15 hours a week and you guys are taking money out of me.

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: I'm on Medicaid right now.

Speaker speaker\_0: Unfortunately-

Speaker speaker\_1: I'm on Medicaid. I did not agree to this, and I want my money back.

Speaker speaker\_0: Okay. Unfortunately-

Speaker speaker\_1: I'm trying to get this crap.

Speaker speaker\_0: Ma'am-

Speaker speaker\_1: I just got a message from you guys. I opted out a long time ago and you guys know this. And I don't care, I'm not their new staffing. I've been working with them since 2024, 2024.

Speaker speaker\_0: Okay. Ma'am, I have to get in your file if you want me to cancel or opt you out.

Speaker speaker\_1: But I want my money back.

Speaker speaker\_0: But that's just how

Speaker speaker\_2: .

Speaker speaker\_1: I want my money back. I want my \$17,000.

Speaker speaker\_2: Unfortunately, we don't do refunds.

Speaker speaker\_1: Huh?

Speaker speaker\_2: Unfortunately, we don't do refunds. Like I said, they do automatically enroll you into that plan.

Speaker speaker\_1: I'm-

Speaker speaker\_2: And that's-

Speaker speaker\_1: I want my money back. I didn't agree to it and they just automatically enrolled me anyway.

Speaker speaker\_2: Okay, ma'am.

Speaker speaker\_1: 'Cause that's not something I want on any of their insurance.

Speaker speaker\_2: So that's something where you just-

Speaker speaker\_1: I'm on Medicaid. You're messing up my Medicaid. No, you're messing up my Medicaid. You need to send me or something so I can make complaints. Then you give me a boss that, that's over you, so I can get this fixed. I want my money back.

Speaker speaker\_2: Okay. What are the last four of your Social? I need to get in your file.

Speaker speaker\_1: 1572 and I opted out a long time ago, because

Speaker speaker\_2: What's your first and last name?

Speaker speaker\_1: ... the name was the same. Kimberly Justice. Kimberly Justice. I want my money back.

Speaker speaker\_2: For security purposes, I do need you to verify your address and date of birth.

Speaker speaker\_1: 970 Kingsbury Court, North Ohio 43055. And I'm not paying for this insurance on my Medicaid.

Speaker speaker\_2: What's your date of birth?

Speaker speaker\_1: I'm, I'm going to take it-

Speaker speaker\_2: Ma'am, I need, I need your date of-

Speaker speaker\_1: 313-1966. 313-1966, your insurance is not good. That's 007-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... that's why I got out.

Speaker speaker\_0: Ma'am, I need to go over your file before I give you any information. Is your phone number 740-84-

Speaker speaker\_1: No, I'll take you to court. I'll take you to court.

Speaker speaker\_0: Is your phone number-

Speaker speaker\_1: 'Cause you said, you know my number. You know my number because you sent me a message last, uh, two weeks ago.

Speaker speaker\_2: Ma'am, ma'am, I have to go over your file.

Speaker speaker\_1: Don't you know who you're saying who's gonna get my money back? 'Cause y'all getting my money back.

Speaker speaker\_2: Ma'am.

Speaker speaker\_1: I'll get a lawyer and get my money back.

Speaker speaker\_2: Okay, I understand. If your phone-

Speaker speaker\_1: And see you in four months.

Speaker speaker\_2: If your phone number is-

Speaker speaker\_1: 740-814-4132.

Speaker speaker\_2: And then I have kimberly.justice83@gmail.com. Is that up to date?

Speaker speaker\_1: Yeah. But that has nothing to do with it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: That, I got a text message from you guys saying, "Congratulations."

Speaker speaker\_2: Ma'am, I'm trying to go over what I'm looking at. So you're not even enrolled into any of the benefits here.

Speaker speaker\_1: Yeah, you're taking the money out of my pocket, so I want my money back. It's shown on my check just like you said.

Speaker speaker\_2: So what does it say?

Speaker speaker\_1: It says you guys took \$78 this year so far out of my check.

Speaker speaker\_2: So we don't have no-

Speaker speaker\_1: \$78.12. I don't care what you have.

Speaker speaker\_2: Ma'am-

Speaker speaker\_1: I don't care what you have. You're taking it now.

Speaker speaker\_2: ... you don't have any active coverage with us. You had active coverage in 2024-

Speaker speaker\_1: Then why is it being taken out of my check? Why are you texting me and it's taken out of my check?

Speaker speaker\_2: Okay. Ma'am, I'm trying to talk to you.

Speaker speaker\_1: Somebody's messing with it.

Speaker speaker\_2: Okay. So I'm trying to inform you that you don't have any active coverage since 2024. I'm looking and there's no deductions that have been made. The last deduction that you had was-

Speaker speaker\_1: So someone must've taken money out of my check.

Speaker speaker\_2: Okay, so-

Speaker speaker\_1: I don't care if somebody's taking money out of my check.

Speaker speaker\_2: ... what does your deduction say? What does your deduction say?

Speaker speaker\_1: My deduction, the deduction says 100... For the whole amount, for the RX.

Speaker speaker\_2: Yes, but-

Speaker speaker\_1: For all of it, is \$102.08 before I get to this.

Speaker speaker\_2: But what does the description say? 'Cause I don't see no deductions being taken out of your check.

Speaker speaker\_1: It says 19.53 it took out for MIA.

Speaker speaker\_2: But what does the description say?

Speaker speaker\_1: Well, description says, it says MA Med CS MA.

Speaker speaker\_2: That's not us. That's what I was trying to tell you when we were sitting here in the call.

Speaker speaker\_1: I don't know who the hell it is but somebody-

Speaker speaker\_2: Whatever. Okay-