

Transcript: Estefania

Acevedo-4819182148042752-5970220865994752

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, hello, my name is, um, here. How can I help you? Yeah. Yeah, I called about, I received the one Benefits in a Card, so I wanna make sure, who's this? I don't know exactly what, what is that. I'm sorry. I'm having trouble hearing you. Can you repeat that? Yeah. I said, I received it. So I say, I received the one Benefit in Card. Uh-huh. I don't know exactly what is that, so I just called to make sure what is that. Yeah. Oh, okay. Um, did you receive a card already or did you receive like a message letting you know? I received, I received a card. What now? Okay. So, um, what staffing, staffing agency are you currently working with? Because if you received a card, it's most likely you got auto enrolled into a preventative plan that the staffing agency enrolls any hires into. If you don't call within 30 days of receiving your first check to opt out, they will automatically enroll you into this plan called the MEC TeleRS. It's a preventative plan that covers things such as a physical, um, some vaccines, some STD and cancer screenings, but it's only a preventative plan, so it will not cover no doctor visits if sick, hospital visits if injured, no urgent care, no emergency room, neither surgery. So, it sounds like you didn't opt out, so you were automatically enrolled into the plan, and they will make weekly deductions for it from your paycheck for that plan if it's stay active. Um, were you interested in keeping it or did you want to cancel on it? I need to pay for it? Yes. So, for you to have active coverage for that plan, they do weekly deductions from your paycheck. Oh, I'm not working for Crown anymore. You're no longer working with them? Yeah. I'm working before, so now, so the job I was working, they tell me so I'm not busy for now, so. If, if it's through Crown, they will make weekly deductions from your paycheck though for that plan. Oh. Did you want to keep it activated or did you want to cancel it? 'Cause if, if you keep it active, they will discount it out of your check weekly for it to stay active. How much is exactly? Um, I have to get in your file. We do administrate different agencies, and different agencies, um, charge their employees different prices. So, I have to see what's the price for Crown. Um, what are the last four of your Social? Uh, 6471. Can you please verify your address and date of birth for security purposes? Um, my address is, um, 5708 West 43rd Street, Indianapolis, Indiana. Mm-hmm. Okay. The zip code is, um, 46254. And then your date of birth? Uh, 08-26-1986. Then I have 561-250-2916 as your phone number. Yes, 2916. Yep. And then I have Pierre, P-I-E-R-R-E, your first name, @gmail.com. Yeah. So, it looks like they did automatically enroll you into the, the plan because you didn't call off, call to opt out from it. So, you were automatically enrolled into the plan, which is only a preventative plan, and it looks like they're charging you \$15.57 for it weekly. Um, so it looks like you became active last week, so you have already had two deductions. Um, did you want to keep the plan or did you want to cancel it? Okay. If I got this, so where is it, uh, something, so I don't need to pay for that or? You do have to pay for it. They will, um, you would have to pay for it weekly, and the money would come straight out of

your check. So, they're gonna take it out of your check weekly for you to keep that plan. Uh, cancel that. You want to cancel it? Yes. Okay. I do have to let you know that it does take seven to 10 business days for any cancellations to process. So, due to that, there is a possibility that after the cancellation, you may see one or two deductions. Um, hopefully it's only one, but there is a possibility that you may experience two. Um, so just in case you do see two deductions, that's normal. But I'm gonna go ahead and cancel it, okay? Okay. It ha-canceled. Did you have any other questions for me? No. No? Okay. Well, I hope you have a great day. Thank you for your time. All right. Thank you. Same to you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, hello, my name is, um, here.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Yeah. Yeah, I called about, I received the one Benefits in a Card, so I wanna make sure, who's this? I don't know exactly what, what is that.

Speaker speaker_0: I'm sorry. I'm having trouble hearing you. Can you repeat that?

Speaker speaker_1: Yeah. I said, I received it. So I say, I received the one Benefit in Card.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I don't know exactly what is that, so I just called to make sure what is that. Yeah.

Speaker speaker_0: Oh, okay. Um, did you receive a card already or did you receive like a message letting you know?

Speaker speaker_1: I received, I received a card. What now?

Speaker speaker_0: Okay. So, um, what staffing, staffing agency are you currently working with? Because if you received a card, it's most likely you got auto enrolled into a preventative plan that the staffing agency enrolls any hires into. If you don't call within 30 days of receiving your first check to opt out, they will automatically enroll you into this plan called the MEC TeleRS. It's a preventative plan that covers things such as a physical, um, some vaccines, some STD and cancer screenings, but it's only a preventative plan, so it will not cover no doctor visits if sick, hospital visits if injured, no urgent care, no emergency room, neither surgery. So, it sounds like you didn't opt out, so you were automatically enrolled into the plan, and they will make weekly deductions for it from your paycheck for that plan if it's stay active. Um, were you interested in keeping it or did you want to cancel on it?

Speaker speaker_1: I need to pay for it?

Speaker speaker_0: Yes. So, for you to have active coverage for that plan, they do weekly deductions from your paycheck.

Speaker speaker_1: Oh, I'm not working for Crown anymore.

Speaker speaker_0: You're no longer working with them?

Speaker speaker_1: Yeah. I'm working before, so now, so the job I was working, they tell me so I'm not busy for now, so.

Speaker speaker_0: If, if it's through Crown, they will make weekly deductions from your paycheck though for that plan.

Speaker speaker_1: Oh.

Speaker speaker_0: Did you want to keep it activated or did you want to cancel it? 'Cause if, if you keep it active, they will discount it out of your check weekly for it to stay active.

Speaker speaker_1: How much is exactly?

Speaker speaker_0: Um, I have to get in your file. We do administrate different agencies, and different agencies, um, charge their employees different prices. So, I have to see what's the price for Crown. Um, what are the last four of your Social?

Speaker speaker_1: Uh, 6471.

Speaker speaker_0: Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: Um, my address is, um, 5708 West 43rd Street, Indianapolis, Indiana.

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_1: The zip code is, um, 46254.

Speaker speaker_0: And then your date of birth?

Speaker speaker_1: Uh, 08-26-1986.

Speaker speaker_0: Then I have 561-250-2916 as your phone number.

Speaker speaker_1: Yes, 2916. Yep.

Speaker speaker_0: And then I have Pierre, P-I-E-R-R-E, your first name, @gmail.com. Yeah. So, it looks like they did automatically enroll you into the, the plan because you didn't call off, call to opt out from it. So, you were automatically enrolled into the plan, which is only a preventative plan, and it looks like they're charging you \$15.57 for it weekly. Um, so it looks like you became active last week, so you have already had two deductions. Um, did you want to keep the plan or did you want to cancel it?

Speaker speaker_1: Okay. If I got this, so where is it, uh, something, so I don't need to pay for that or?

Speaker speaker_0: You do have to pay for it. They will, um, you would have to pay for it weekly, and the money would come straight out of your check. So, they're gonna take it out of your check weekly for you to keep that plan.

Speaker speaker_1: Uh, cancel that.

Speaker speaker_0: You want to cancel it?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I do have to let you know that it does take seven to 10 business days for any cancellations to process. So, due to that, there is a possibility that after the cancellation, you may see one or two deductions. Um, hopefully it's only one, but there is a possibility that you may experience two. Um, so just in case you do see two deductions, that's normal. But I'm gonna go ahead and cancel it, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: It ha- canceled. Did you have any other questions for me?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: All right. Thank you. Same to you.