

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Jar. My name's Stephanie, how can I assist you? Uh, I'd like to get all my benefits, benefits taken off. Okay. Um, what staff and agency do you work for? Uh, Na-Nasco. Okay, give me one second. Is that the a- staff and agency that you applied with? The name? Innovative Staff- Okay. ... Innovative Staff Solutions. Okay, thank you. And then what are the last four of your Social? 9049. Your first and last name? Gabe Hanson. Gabriel Hanson. For security purposes, could you verify your full address and your date of birth? 606 1st Street, Keysport, Illinois, 92406. Is the 28-22-8179 phone number? What'd you say? Um, 618-612-8179 your phone number? Yes, ma'am. And then I have ghanson_17@outlook.com. Is that up to date? Yep. Yep. Okay, and then, will this call be recorded? You stated that you wanted to cancel your coverage. Yep. Okay. Please to be advised that it takes seven to 10 business days for any cancellations or changes to be processed. So- Mm-hmm. So I've, I've already had \$200 taken out of one... I, I make no money because this insurance is getting taken out of my check. We, we haven't worked at all. I mean, this is absolutely fucking ridiculous. Seven to 10 days, another check of going straight to insurance and no fucking money. So that's how long the cancellations take to process. So you still may experience one or two deductions of \$87.35. Ah. Last time they took out 150, and that was over half my check. This is insane. I- I literally have had no money. I have a kid, I have bills and you guys have completely fucked me. So it looks like the total deduction is actually \$87.35. Well, my last check there was 153.40 taken out of my check that went to your insurance benefits and cards. I called, you said it was... Not you, but a guy said it would be up to two weeks before I even got an insurance card. So I asked them to cancel it then and he wouldn't. And now I'm stuck with getting another check that's gonna go straight to all insurance because we've worked one day in three weeks. This is insane. Okay. So I'm looking at the files, and I'm not seeing that anybody previously before me spoke to you from here. I called this same number about getting my insurance card to figure out how I'm even supposed to use the benefits. Because they're so expensive, I thought I might as well be able to get to use them one time, but no. Didn't even get that. Just got money taken from me. So unfortunately, that's how long the cancellation process takes. Um, so I wouldn't really be able to control that. But like I said, it looks like your total deduction only \$87.35 because your insurance cover- Okay. Well, 80 s-\$87 is gonna be the one day of work I've had in the last three weeks, so thank you. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Jar. My name's Stephanie, how can I assist you?

Speaker speaker_2: Uh, I'd like to get all my benefits, benefits taken off.

Speaker speaker_1: Okay. Um, what staff and agency do you work for?

Speaker speaker_2: Uh, Na- Nasco.

Speaker speaker_1: Okay, give me one second. Is that the a- staff and agency that you applied with? The name?

Speaker speaker_2: Innovative Staff-

Speaker speaker_1: Okay.

Speaker speaker_2: ... Innovative Staff Solutions.

Speaker speaker_1: Okay, thank you. And then what are the last four of your Social?

Speaker speaker_2: 9049.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Gabe Hanson. Gabriel Hanson.

Speaker speaker_1: For security purposes, could you verify your full address and your date of birth?

Speaker speaker_2: 606 1st Street, Keysport, Illinois, 92406.

Speaker speaker_1: Is the 28-22-8179 phone number?

Speaker speaker_2: What'd you say?

Speaker speaker_1: Um, 618-612-8179 your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have ghanson_17@outlook.com. Is that up to date?

Speaker speaker_2: Yep. Yep.

Speaker speaker_1: Okay, and then, will this call be recorded? You stated that you wanted to cancel your coverage.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Please to be advised that it takes seven to 10 business days for any cancellations or changes to be processed.

Speaker speaker_2: So-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I've, I've already had \$200 taken out of one... I, I make no money because this insurance is getting taken out of my check. We, we haven't worked at all. I mean, this is absolutely fucking ridiculous. Seven to 10 days, another check of going straight to insurance and no fucking money.

Speaker speaker_1: So that's how long the cancellations take to process. So you still may experience one or two deductions of \$87.35.

Speaker speaker_2: Ah. Last time they took out 150, and that was over half my check. This is insane. I- I literally have had no money. I have a kid, I have bills and you guys have completely fucked me.

Speaker speaker_1: So it looks like the total deduction is actually \$87.35.

Speaker speaker_2: Well, my last check there was 153.40 taken out of my check that went to your insurance benefits and cards. I called, you said it was... Not you, but a guy said it would be up to two weeks before I even got an insurance card. So I asked them to cancel it then and he wouldn't. And now I'm stuck with getting another check that's gonna go straight to all insurance because we've worked one day in three weeks. This is insane.

Speaker speaker_1: Okay. So I'm looking at the files, and I'm not seeing that anybody previously before me spoke to you from here.

Speaker speaker_2: I called this same number about getting my insurance card to figure out how I'm even supposed to use the benefits. Because they're so expensive, I thought I might as well be able to get to use them one time, but no. Didn't even get that. Just got money taken from me.

Speaker speaker_1: So unfortunately, that's how long the cancellation process takes. Um, so I wouldn't really be able to control that. But like I said, it looks like your total deduction only \$87.35 because your insurance cover-

Speaker speaker_2: Okay. Well, 80 s- \$87 is gonna be the one day of work I've had in the last three weeks, so thank you. Goodbye.