

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. My name is Karmen Bledsoe. Um, I am an employee of PRC and I currently have, um, deductions coming out of my paycheck for coverage and I do not need that coverage. I, I don't even remember signing up for it, to be honest with you. Okay. Um, some staffing agencies do participate in auto enrollment. Um, let me see if they're one of them. Give me one second. You said PRC, right? Right, mm-hmm. Okay. Okay. Let me get in your file, because it looks like they don't participate in auto enrollment, so let's see what happened. Um, what is the last four of your Social? 7039. And then you said your name is Karmen? Yes, Karmen with a K. And then can you please verify your address and date of birth? Um, let me look at this. I need to update that too. Give me a second, I'm pulling it up. Okay. I was gonna tell you that if they don't auto enroll you and then if you saw deductions, most likely what happened is you filled out a enrollment form requesting benefits, um, but- Okay. ... once you verify that information, I can't really tell you anything right now- Oh. ... until you verify the correct information on the file. So, the address should be 6275 Quarter Horse Drive. Mm-hmm. Um, Columbus, Ohio 43229, room 233. Okay. And then what was that date of birth? 9/15/73. And then I have 204-727-7447? That's correct. And K-B-E-M-P-L-O-Y-M-E @gmail.com? That is correct. Okay. So yeah, it looks like they... You filled out a enrollment form on February the 4th of this year with PRC requesting benefits. Um, it looks like they tried to give you a call because you selected- Oh. ... multiple plans that couldn't be combined. So at the time they did enroll you into the benefits, but they enrolled you into the lowest level of coverage, um- Oh. ... which would be a- Can we, can we get rid of that? Oh, okay. So you don't, you don't want none of the plans anymore? No, I don't need it at all actually. Okay. Yeah. I can go ahead and re- the... I'm sorry. So I can go ahead and cancel it, but I do have to let you know, however, that the cancellations do take seven to 10 business days to process. Okay. So due to that fact, there is a chance that you may see one deduction or two after the cancellation. If you do see- Okay. ... two, however, um, that's normal. It shouldn't be more than two though. So it- Okay. No worries. No more than two. And then I'm gonna go ahead and cancel that for you. Um, your coverage has been canceled. Um, did you have any other questions for me? Nope. All right. Well, I hope you have a great day. Thank you. I really appreciate your help. You're welcome. I hope you have a good day. You too. Bye-bye.

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: Hello, Stephanie. My name is Karmen Bledsoe. Um, I am an employee of PRC and I currently have, um, deductions coming out of my paycheck for coverage and I do not need that coverage. I, I don't even remember signing up for it, to be honest with you.

Speaker speaker_0: Okay. Um, some staffing agencies do participate in auto enrollment. Um, let me see if they're one of them. Give me one second. You said PRC, right?

Speaker speaker_1: Right, mm-hmm.

Speaker speaker_0: Okay. Okay. Let me get in your file, because it looks like they don't participate in auto enrollment, so let's see what happened. Um, what is the last four of your Social?

Speaker speaker_1: 7039.

Speaker speaker_0: And then you said your name is Karmen?

Speaker speaker_1: Yes, Karmen with a K.

Speaker speaker_0: And then can you please verify your address and date of birth?

Speaker speaker_1: Um, let me look at this. I need to update that too. Give me a second, I'm pulling it up.

Speaker speaker_0: Okay. I was gonna tell you that if they don't auto enroll you and then if you saw deductions, most likely what happened is you filled out a enrollment form requesting benefits, um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once you verify that information, I can't really tell you anything right now-

Speaker speaker_1: Oh.

Speaker speaker_0: ... until you verify the correct information on the file.

Speaker speaker_1: So, the address should be 6275 Quarter Horse Drive.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, Columbus, Ohio 43229, room 233.

Speaker speaker_0: Okay. And then what was that date of birth?

Speaker speaker_1: 9/15/73.

Speaker speaker_0: And then I have 204-727-7447?

Speaker speaker_1: That's correct.

Speaker speaker_0: And K-B-E-M-P-L-O-Y-M-E @gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. So yeah, it looks like they... You filled out a enrollment form on February the 4th of this year with PRC requesting benefits. Um, it looks like they tried to give you a call because you selected-

Speaker speaker_1: Oh.

Speaker speaker_0: ... multiple plans that couldn't be combined. So at the time they did enroll you into the benefits, but they enrolled you into the lowest level of coverage, um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... which would be a-

Speaker speaker_1: Can we, can we get rid of that?

Speaker speaker_0: Oh, okay. So you don't, you don't want none of the plans anymore?

Speaker speaker_1: No, I don't need it at all actually.

Speaker speaker_0: Okay. Yeah. I can go ahead and re- the... I'm sorry. So I can go ahead and cancel it, but I do have to let you know, however, that the cancellations do take seven to 10 business days to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So due to that fact, there is a chance that you may see one deduction or two after the cancellation. If you do see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... two, however, um, that's normal. It shouldn't be more than two though. So it-

Speaker speaker_1: Okay. No worries.

Speaker speaker_0: No more than two. And then I'm gonna go ahead and cancel that for you. Um, your coverage has been canceled. Um, did you have any other questions for me?

Speaker speaker_1: Nope.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: Thank you. I really appreciate your help.

Speaker speaker_0: You're welcome. I hope you have a good day.

Speaker speaker_1: You too. Bye-bye.