

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Uh, is this the surge? No, ma'am, you're calling Benefits in a Car. We're the administrators for the health insurance of the staffing company. Oh, missed it. Uh, anyway, um, so I apply at CRAB and then they put me on Surge for the... to, to be a temp. And, and, um, I heard about, like, the, the, I don't want to be, get deducted the \$30 because I already have insurance. And I just want to make sure that when I get paid on, uh, from, from Surge, I don't want to get it taken out. So I want to be, you know, taken out my, the insurance or whatever. You're coming to the client..... The only thing that we can take care of not being taken out of your pay stub is our enrollment. All of the tax deductions are for the government. What are the last four of your Social and your last name? Uh, it's... The last, last Social Security is 652. Ma'am, I need the last four- And I am- ... of the Social you provided three numbers. I'm still missing one. 652. And I'm also still missing your last name if you'll be so kind. Hardy. H-A-R-D-Y. Did you just recently finish filling out the application? Uh, yes, I'm a new hire, uh, from Surge, 'cause they, they just hired my... on station yesterday. I'm gonna start today to CRAB. They haven't sent over the account to us. You have two choices. We can either make one for which we need your full Social if you don't feel comfortable providing it on a recorded line, then it will be calling back in to check for when we have it. Okay. All right, so just call again? Yes, ma'am. We'll be open 8:00 a.m. to 8:00 p.m. Monday through Friday Eastern Time. Okay. Just, uh, so I just want to make sure they're not gonna take it out because I didn't even sign anything about the insurance and I, I think it's kind of crazy to just taking out something that's not even... Do you agree? Hello. It's per their company policy. They are to enroll new hires into a medical preventative care plan. Yeah. All right. Well, I'll call, I'll call the Surge, Surge maybe, I don't know, maybe 10 Thursday or something, hopefully they've already had the account. Sure thing. I do want to advise you that advising them that we don't have the account won't expedite the process. Oh, okay. All right. So anyway, I have a question. So if, let's say, if I get paid and then they take it out, the \$30, are they gonna keep continue doing that unless they... 'Cause it, 'cause I had a friend that called yesterday and they act- they, they... We had the same day that we, we got the, uh, we applied in, on Surge on Friday. And she called yesterday and they already take, uh, they already, like, canceled hers. So we don't have any power as to how fast or whether or not it is bundles or packages that are being sent over to the system for the accounts. It's something that the system does it itself. It's not manual. No human being is jumping them over. The system is. Our enrollment takes effect on its own, due to the fact that it is also- All right. ... something that the system does on it. That's, I think that's stupid. Okay. I apologize you feel that way, ma'am, but we don't have any control over what the staffing companies have at their company policies. So should I, should I call the Surge? I

mean, I'm just asking- At the risk of su- ... where I have to call this. Yeah. All right. So- Thank you. So we don't have your-

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Uh, is this the surge?

Speaker speaker_1: No, ma'am, you're calling Benefits in a Car. We're the administrators for the health insurance of the staffing company.

Speaker speaker_2: Oh, missed it. Uh, anyway, um, so I apply at CRAB and then they put me on Surge for the... to, to be a temp. And, and, um, I heard about, like, the, the, I don't want to be, get deducted the \$30 because I already have insurance. And I just want to make sure that when I get paid on, uh, from, from Surge, I don't want to get it taken out. So I want to be, you know, taken out my, the insurance or whatever.

Speaker speaker_1: You're coming to the client..... The only thing that we can take care of not being taken out of your pay stub is our enrollment. All of the tax deductions are for the government. What are the last four of your Social and your last name?

Speaker speaker_2: Uh, it's... The last, last Social Security is 652.

Speaker speaker_1: Ma'am, I need the last four-

Speaker speaker_2: And I am-

Speaker speaker_1: ... of the Social you provided three numbers. I'm still missing one.

Speaker speaker_2: 652.

Speaker speaker_1: And I'm also still missing your last name if you'll be so kind.

Speaker speaker_2: Hardy. H-A-R-D-Y.

Speaker speaker_1: Did you just recently finish filling out the application?

Speaker speaker_2: Uh, yes, I'm a new hire, uh, from Surge, 'cause they, they just hired my... on station yesterday. I'm gonna start today to CRAB.

Speaker speaker_1: They haven't sent over the account to us. You have two choices. We can either make one for which we need your full Social if you don't feel comfortable providing it on a recorded line, then it will be calling back in to check for when we have it.

Speaker speaker_2: Okay. All right, so just call again?

Speaker speaker_1: Yes, ma'am. We'll be open 8:00 a.m. to 8:00 p.m. Monday through Friday Eastern Time.

Speaker speaker_2: Okay. Just, uh, so I just want to make sure they're not gonna take it out because I didn't even sign anything about the insurance and I, I think it's kind of crazy to just taking out something that's not even... Do you agree?

Speaker speaker_3: Hello.

Speaker speaker_1: It's per their company policy. They are to enroll new hires into a medical preventative care plan.

Speaker speaker_2: Yeah. All right. Well, I'll call, I'll call the Surge, Surge maybe, I don't know, maybe 10 Thursday or something, hopefully they've already had the account.

Speaker speaker_1: Sure thing. I do want to advise you that advising them that we don't have the account won't expedite the process.

Speaker speaker_2: Oh, okay. All right. So anyway, I have a question. So if, let's say, if I get paid and then they take it out, the \$30, are they gonna keep continue doing that unless they... 'Cause it, 'cause I had a friend that called yesterday and they act- they, they... We had the same day that we, we got the, uh, we applied in, on Surge on Friday. And she called yesterday and they already take, uh, they already, like, canceled hers.

Speaker speaker_1: So we don't have any power as to how fast or whether or not it is bundles or packages that are being sent over to the system for the accounts. It's something that the system does it itself. It's not manual. No human being is jumping them over. The system is. Our enrollment takes effect on its own, due to the fact that it is also-

Speaker speaker_2: All right.

Speaker speaker_1: ... something that the system does on it.

Speaker speaker_2: That's, I think that's stupid.

Speaker speaker_1: Okay. I apologize you feel that way, ma'am, but we don't have any control over what the staffing companies have at their company policies.

Speaker speaker_2: So should I, should I call the Surge? I mean, I'm just asking-

Speaker speaker_1: At the risk of su-

Speaker speaker_2: ... where I have to call this. Yeah. All right.

Speaker speaker_1: So-

Speaker speaker_2: Thank you.

Speaker speaker_1: So we don't have your-