

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit 10 of Card. My name is Francesca. How can I help you today? Hello. My name is James Hodge. Uh, I work for Surge, uh, in, in the Marion office. I only worked at my job for one day, so I no longer can use my insurance. I was wondering if I could get, uh, the insurance reimbursed. So I'll be more than happy to make a note of it in your account. What are the last four of your social and the last name? Uh, Hodge7824. Please verify your mailing address and your date of birth. Um, mailing address is 172 West Columbia Street, Marion, Ohio 43302. Date of Birth 7/1/89. We have best contact 740-341-7952, with the email of jim893411@gmail.com? Correct. Um, so Mr. Hodge, your benefits were court-mandated and they were only active for two weeks, from March 17 to the 30th. Afterwards, from March 31st and on, there was no payment for them. There won't be any reimbursement due to the fact that they were court-mandated. Okay. Well, I just talked to Surge this morning. They s- they said the insurance came out of \$107. So, per the system's records, the policy that was court-mandated was \$65.59 per paycheck. Are you sure you're not looking at the per-year pay of how much has been deducted out of your pay stub per the year? I'm sure... I literally just talked to the representative at Surge Staffing. She looked at my pay stub for me and she told me \$107 came out of, for insurance. If you would like to, you can submit the check so that we can take a look at it. But not even all the deductions that Surge has sent over add up to that. It actually exceeds. We received a total of, during the month that you were active, which was during March 17 till the 30th, that will be two deductions of 65.59, which is \$131.18 that were court-mandated, sir. So there won't be any reimbursement for them. Okay. So you were looking at the per-year, about how much was deducted out of your pay stub per the year of 2025, for an injury- Okay. Okay. Then explain this, okay, then explain this to me. I worked for ten hours at \$15 an hour, so \$150 in, \$150 gross pay. Why was my check only \$26 then? I wouldn't be able to answer that, since Benefit 10 of Card doesn't have access- Because of the insurance. ... to any paychecks. Because of the insurance. No, I want, I want my \$107 reimbursed now. Sir, we will not be reimbursing- The, the- ... anything because the benefits that you had- Fuck off. ... were for mar-

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10 of Card. My name is Francesca. How can I help you today?

Speaker speaker_1: Hello. My name is James Hodge. Uh, I work for Surge, uh, in, in the Marion office. I only worked at my job for one day, so I no longer can use my insurance. I was

wondering if I could get, uh, the insurance reimbursed.

Speaker speaker_0: So I'll be more than happy to make a note of it in your account. What are the last four of your social and the last name?

Speaker speaker_1: Uh, Hodge7824.

Speaker speaker_0: Please verify your mailing address and your date of birth.

Speaker speaker_1: Um, mailing address is 172 West Columbia Street, Marion, Ohio 43302. Date of Birth 7/1/89.

Speaker speaker_0: We have best contact 740-341-7952, with the email of jim893411@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Um, so Mr. Hodge, your benefits were court-mandated and they were only active for two weeks, from March 17 to the 30th. Afterwards, from March 31st and on, there was no payment for them. There won't be any reimbursement due to the fact that they were court-mandated.

Speaker speaker_1: Okay. Well, I just talked to Surge this morning. They s- they said the insurance came out of \$107.

Speaker speaker_0: So, per the system's records, the policy that was court-mandated was \$65.59 per paycheck. Are you sure you're not looking at the per-year pay of how much has been deducted out of your pay stub per the year?

Speaker speaker_1: I'm sure... I literally just talked to the representative at Surge Staffing. She looked at my pay stub for me and she told me \$107 came out of, for insurance.

Speaker speaker_0: If you would like to, you can submit the check so that we can take a look at it. But not even all the deductions that Surge has sent over add up to that. It actually exceeds. We received a total of, during the month that you were active, which was during March 17 till the 30th, that will be two deductions of 65.59, which is \$131.18 that were court-mandated, sir. So there won't be any reimbursement for them.

Speaker speaker_1: Okay.

Speaker speaker_0: So you were looking at the per-year, about how much was deducted out of your pay stub per the year of 2025, for an injury-

Speaker speaker_1: Okay. Okay. Then explain this, okay, then explain this to me. I worked for ten hours at \$15 an hour, so \$150 in, \$150 gross pay. Why was my check only \$26 then?

Speaker speaker_0: I wouldn't be able to answer that, since Benefit 10 of Card doesn't have access-

Speaker speaker_1: Because of the insurance.

Speaker speaker_0: ... to any paychecks.

Speaker speaker_1: Because of the insurance. No, I want, I want my \$107 reimbursed now.

Speaker speaker_0: Sir, we will not be reimbursing-

Speaker speaker_1: The, the-

Speaker speaker_0: ... anything because the benefits that you had-

Speaker speaker_1: Fuck off.

Speaker speaker_0: ... were for mar-