

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Crime. My name is Francesca. How can I assist you today? Hello. How are you doing? Um, I received a message, um, just talking about a lapse in payment for one or two weeks. What is this for, exactly? Give me one moment. And that was in a text message form, correct? Yes. Okay. So, that would be your company staffing system sending out an alert advising you that for this week, the health benefits that you have with them did not receive a payment. Um, if you do not remember submitting any form, I can take a look into it, 'cause a couple of the staffing companies do have an auto-enrollment policy. Which staffing company do you work with? Um, I was working with, um, Integrity, Integrity, uh, Integrity Trade Services. All right. What are the last four of your Social? The last number of my Social? Um, yes, sir. The last four of the Social and the last name to locate that account. Um, it's 34... I'm sorry. It's 7046 for the, for the last digits of the Social. And what is the last name? Um, it's Nungarey. It's, uh, capital N, U, G... I'm sorry. N-U-N-G-A-R-E-Y. All right. Let's see. Oh, there we go. And can you verify your mailing address and date of birth to make sure I have the right account? Uh, mailing address, uh, I don't know if it's updated or not, 'cause I had moved. Um, but it should be 37, um, 14 Clarence Avenue. It looks like we have the old address. Thank you. Which is, uh... Is it 8160 Daniel Drive? Yes, sir. And what is that date of birth? Uh, date of birth is 09-10-1994. All right. Did you need me to update that address? Um, no. I was just calling because, um, 'cause if I'm... So, the way that insurance works, am I still getting charged for it? Let's see. And then I just need to verify the phone number and email. There we go. Okay. Uh, I have the phone number that you called on, 708-882-7389, with the email of papa.ws_slaves_0e@icloud.com. Yes. So, from the looks of it, yes, sir, you are still enrolled into them. Based on your account activity, you are auto-enrolled for Integrity Trade Services' company policy into a medical preventative care plan, and have been paying \$17.96 per paycheck for that pay, for that plan specifically. This is the first week that we have not received payment for it. If you stop working with them once it hits five consecutive weeks of there not being a payment, on the fifth Monday, the system will cancel the policy out. But if you are just taking a break or were just absent for a week and no longer want it, I will need to process a cancellation to stop those payments. Yeah, 'cause, um, currently, I'm, I'm not working with them. Um. Mm-hmm. I, I... My, my... They had ended my assignment, um, for the company that I, that they had assigned me for. Mm-hmm. And they, they... She, um... I have, I have not been working with them, working for them for almost about two weeks now. Okay. So, you want to let the system cancel the policy itself, or would you like me to submit the request for a cancellation just in the event that you get called back into a new job before it hits the five weeks? Well, 'cause I mean, I won't have to... Do I... Would I have to pay that back? No, sir. So, if we put a cancellation into it, it's just going to cancel it itself. However, let's say, for example, you were to go back into work by the third week of no payment and you start

getting a paycheck. Since the premium itself is deducted from your Integrity Choice Services-issued paycheck, that's where they'll make the deductions from. If the policy itself is still current, it is going to go ahead and start making those deductions from that new paycheck. But if you do not think you're going to go back to them within the next four weeks, you can just let the system cancel itself out 'cause the auto-enrollment only affects you when you're new with the company itself. But if you have worked with them at some point and you start a new assignment, the system will consider you what they call rehired, meaning that you have been an employee previously, and it won't auto-enroll you into anything. Gotcha. Okay. No, I was just wanting to make sure, 'cause I didn't want to be, uh, being charged for anything if I'm not work... if I'm not currently working with them or receiving paychecks by them. Understood. All right, so you want me to just let the account how it is right now? Yeah, that's fine. Understood. Well, that being said, sir, I hope you have a wonderful rest of your day and it was a pleasure speaking with you today. Thank you as well. You have a great day. Thank you. It's been my pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Crime. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. How are you doing? Um, I received a message, um, just talking about a lapse in payment for one or two weeks. What is this for, exactly?

Speaker speaker_0: Give me one moment. And that was in a text message form, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, that would be your company staffing system sending out an alert advising you that for this week, the health benefits that you have with them did not receive a payment. Um, if you do not remember submitting any form, I can take a look into it, 'cause a couple of the staffing companies do have an auto-enrollment policy. Which staffing company do you work with?

Speaker speaker_1: Um, I was working with, um, Integrity, Integrity, uh, Integrity Trade Services.

Speaker speaker_0: All right. What are the last four of your Social?

Speaker speaker_1: The last number of my Social?

Speaker speaker_0: Um, yes, sir. The last four of the Social and the last name to locate that account.

Speaker speaker_1: Um, it's 34... I'm sorry. It's 7046 for the, for the last digits of the Social.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Um, it's Nungarey. It's, uh, capital N, U, G... I'm sorry. N-U-N-G-A-R-E-Y.

Speaker speaker_0: All right. Let's see. Oh, there we go. And can you verify your mailing address and date of birth to make sure I have the right account?

Speaker speaker_1: Uh, mailing address, uh, I don't know if it's updated or not, 'cause I had moved. Um, but it should be 37, um, 14 Clarence Avenue.

Speaker speaker_0: It looks like we have the old address.

Speaker speaker_1: Thank you. Which is, uh... Is it 8160 Daniel Drive?

Speaker speaker_0: Yes, sir. And what is that date of birth?

Speaker speaker_1: Uh, date of birth is 09-10-1994.

Speaker speaker_0: All right. Did you need me to update that address?

Speaker speaker_1: Um, no. I was just calling because, um, 'cause if I'm... So, the way that insurance works, am I still getting charged for it?

Speaker speaker_0: Let's see. And then I just need to verify the phone number and email. There we go. Okay. Uh, I have the phone number that you called on, 708-882-7389, with the email of papa.ws_slaves_0e@icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So, from the looks of it, yes, sir, you are still enrolled into them. Based on your account activity, you are auto-enrolled for Integrity Trade Services' company policy into a medical preventative care plan, and have been paying \$17.96 per paycheck for that pay, for that plan specifically. This is the first week that we have not received payment for it. If you stop working with them once it hits five consecutive weeks of there not being a payment, on the fifth Monday, the system will cancel the policy out. But if you are just taking a break or were just absent for a week and no longer want it, I will need to process a cancellation to stop those payments.

Speaker speaker_1: Yeah, 'cause, um, currently, I'm, I'm not working with them. Um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I, I... My, my... They had ended my assignment, um, for the company that I, that they had assigned me for.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And they, they... She, um... I have, I have not been working with them, working for them for almost about two weeks now.

Speaker speaker_0: Okay. So, you want to let the system cancel the policy itself, or would you like me to submit the request for a cancellation just in the event that you get called back into a new job before it hits the five weeks?

Speaker speaker_1: Well, 'cause I mean, I won't have to... Do I... Would I have to pay that back?

Speaker speaker_0: No, sir. So, if we put a cancellation into it, it's just going to cancel it itself. However, let's say, for example, you were to go back into work by the third week of no payment and you start getting a paycheck. Since the premium itself is deducted from your Integrity Choice Services-issued paycheck, that's where they'll make the deductions from. If the policy itself is still current, it is going to go ahead and start making those deductions from that new paycheck. But if you do not think you're going to go back to them within the next four weeks, you can just let the system cancel itself out 'cause the auto-enrollment only affects you when you're new with the company itself. But if you have worked with them at some point and you start a new assignment, the system will consider you what they call rehired, meaning that you have been an employee previously, and it won't auto-enroll you into anything.

Speaker speaker_1: Gotcha. Okay. No, I was just wanting to make sure, 'cause I didn't want to be, uh, being charged for anything if I'm not work... if I'm not currently working with them or receiving paychecks by them.

Speaker speaker_0: Understood. All right, so you want me to just let the account how it is right now?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Understood. Well, that being said, sir, I hope you have a wonderful rest of your day and it was a pleasure speaking with you today.

Speaker speaker_1: Thank you as well. You have a great day.

Speaker speaker_0: Thank you. It's been my pleasure.