

## Transcript: Francesca

**Baez-6732726407839744-5577070380367872**

### Full Transcript

Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Hi. I was calling to cancel m- my medical plan. What staffing company do you work with? Serge Staffing. What are the last four of your Social? 6856. And your last name, please? Perez-Mauricio. Dana? Yes. Could you please verify your mailing address and date of birth? Yes. It's 2501 North 39th Street in East St. Louis, uh, 62201 and then 08-18-1995. I have that phone number down as 732-281-9240. Yes. And I have your email down as danaepr@gmail.com? Correct. All right. You actually don't have any coverage active with Serge Staffing. You haven't had any coverage with them since 2023. Mm, because it keeps coming off of my paycheck stub. Are you sure you might not be confusing it with the Medicaid income tax? No, it says, "Deduction type MEC," um, "TeleRecs, MEC plan \$15.16." Have you spoken with Serge Staff in regards to it? 'Cause we haven't received any deductions since 2023. Yes, I spoke to them but they said I had to call this number because it's coming out of my paycheck stub. Okay. So the reason I was saying them is 'cause we don't have access to your pay stub. Do you remember what was the specific staff member at Serge Staffing that told you to call us instead? Um, no, I'm not sure. Okay. So, the only thing that I can do at this point, if you like, is request for you to send a copy of your pay stub for the front office to look into it. But due to the fact that we don't see any deductions on our side, there's nothing that we can do aside from that. Okay. Who do I need to email it to? I'll go ahead and send you a document request. Mm-hmm. What this process is going to do is just us doing exactly what you just did. Tell Serge that you're being deducted 'cause there's nothing that we can do on our side. The only way that I can possibly assist you with this is just doing that. I'm sorry. But Serge- Okay. ... is the only one that has access to your pay stubs 'cause we never received any p- any payment from 2024 or 2025. They were the ones that should have taken care of that. I apologize for the inconvenience of you having to go back and forth. Okay. Um, I'll go ahead and give them a call back then and see what they say. Okay. I did send you that email where you're able to send a copy of the pay stub in the event that they cannot assist you. Okay, thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I was calling to cancel m- my medical plan.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Serge Staffing.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 6856.

Speaker speaker\_0: And your last name, please?

Speaker speaker\_1: Perez-Mauricio.

Speaker speaker\_0: Dana?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Could you please verify your mailing address and date of birth?

Speaker speaker\_1: Yes. It's 2501 North 39th Street in East St. Louis, uh, 62201 and then 08-18-1995.

Speaker speaker\_0: I have that phone number down as 732-281-9240.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email down as danaepr@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. You actually don't have any coverage active with Serge Staffing. You haven't had any coverage with them since 2023.

Speaker speaker\_1: Mm, because it keeps coming off of my paycheck stub.

Speaker speaker\_0: Are you sure you might not be confusing it with the Medicaid income tax?

Speaker speaker\_1: No, it says, "Deduction type MEC," um, "TeleRecs, MEC plan \$15.16."

Speaker speaker\_0: Have you spoken with Serge Staff in regards to it? 'Cause we haven't received any deductions since 2023.

Speaker speaker\_1: Yes, I spoke to them but they said I had to call this number because it's coming out of my paycheck stub.

Speaker speaker\_0: Okay. So the reason I was saying them is 'cause we don't have access to your pay stub. Do you remember what was the specific staff member at Serge Staffing that told you to call us instead?

Speaker speaker\_1: Um, no, I'm not sure.

Speaker speaker\_0: Okay. So, the only thing that I can do at this point, if you like, is request for you to send a copy of your pay stub for the front office to look into it. But due to the fact that we don't see any deductions on our side, there's nothing that we can do aside from that.

Speaker speaker\_1: Okay. Who do I need to email it to?

Speaker speaker\_0: I'll go ahead and send you a document request.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What this process is going to do is just us doing exactly what you just did. Tell Serge that you're being deducted 'cause there's nothing that we can do on our side. The only way that I can possibly assist you with this is just doing that. I'm sorry. But Serge-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is the only one that has access to your pay stubs 'cause we never received any p- any payment from 2024 or 2025. They were the ones that should have taken care of that. I apologize for the inconvenience of you having to go back and forth.

Speaker speaker\_1: Okay. Um, I'll go ahead and give them a call back then and see what they say.

Speaker speaker\_0: Okay. I did send you that email where you're able to send a copy of the pay stub in the event that they cannot assist you.

Speaker speaker\_1: Okay, thank you.