

Transcript: Justin

Mills-4619355122253824-4717108577910784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, how are you doing? My name is Angel Ruiz. Um, I'm calling 'cause I have a little issue. I already had called two weeks ago about explaining that, uh, I never sign in for no insurance, and I was told that automatically, you know, the company signs you in for insurance, whatever. So, I have told whoever I spoke to that, you know, I didn't want insurance. I never signed for it, and I don't want it. They took me off. So, again, I went to look at my pay stub today. My, my pay stub today, and they're still charging me for the insurance. Okay. Uh, let me try pulling your file and see what's going on. What's that staffing agency you work for? What, uh, who I work for? Correct. Correct. Who do you work for? Yeah. I work for the, the agency called WorkSmart. Okay, so WorkSmart. What's the last four of your Social? 0229. And for security purposes, can you verify the home address, including city, state and zip code, Miguel? 198 Roland Wood Drive, Lyndon, South Carolina 29365. And your date of birth? November 5, 1978. And a good telephone number you have is 864-765-5420. Correct. And the email I have is ruizangelmiguel1978@gmail? Correct. Okay. So, let's see here. So, looking at the file, it looks like the coverage was canceled, um, back on October 31st. However, you were advised cancellations take one to two weeks. Uh, and then you had another deduction come off your paycheck today. Is that correct? Yes. Yes. Okay. Okay, so what I'll go ahead and do, um, I'll email you a requested document email, and then you would just- Okay. ... provide that pay stub in that email. Send it back to me, and I'll have my back office- Okay. ... look at it and investigate and see if that deduction did happen. And then once I do receive word back from my back office, I can give you a call back, letting you know the response. Okay? Okay. So, you're gonna send me an email, and then what I'll do is I, I can, like, screenshot the thing, right? The pay stub, and then email it to you? Correct. Yes, sir. Okay. Okay. Okay. Well, do you mind if I place you in a brief hold while I get that email set up for you? Yeah. Sure. Go ahead. Okay. I'll be right back for you. Okay? Oh, okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, how are you doing? My name is Angel Ruiz. Um, I'm calling 'cause I have a little issue. I already had called two weeks ago about explaining that, uh, I never sign

in for no insurance, and I was told that automatically, you know, the company signs you in for insurance, whatever. So, I have told whoever I spoke to that, you know, I didn't want insurance. I never signed for it, and I don't want it. They took me off. So, again, I went to look at my pay stub today. My, my pay stub today, and they're still charging me for the insurance.

Speaker speaker_1: Okay. Uh, let me try pulling your file and see what's going on. What's that staffing agency you work for?

Speaker speaker_2: What, uh, who I work for?

Speaker speaker_1: Correct. Correct. Who do you work for?

Speaker speaker_2: Yeah. I work for the, the agency called WorkSmart.

Speaker speaker_1: Okay, so WorkSmart. What's the last four of your Social?

Speaker speaker_2: 0229.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Miguel?

Speaker speaker_2: 198 Roland Wood Drive, Lyndon, South Carolina 29365.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: November 5, 1978.

Speaker speaker_1: And a good telephone number you have is 864-765-5420.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is ruizangelmiguel1978@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So, let's see here. So, looking at the file, it looks like the coverage was canceled, um, back on October 31st. However, you were advised cancellations take one to two weeks. Uh, and then you had another deduction come off your paycheck today. Is that correct?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. Okay, so what I'll go ahead and do, um, I'll email you a requested document email, and then you would just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... provide that pay stub in that email. Send it back to me, and I'll have my back office-

Speaker speaker_2: Okay.

Speaker speaker_1: ... look at it and investigate and see if that deduction did happen. And then once I do receive word back from my back office, I can give you a call back, letting you

know the response. Okay?

Speaker speaker_2: Okay. So, you're gonna send me an email, and then what I'll do is I, I can, like, screenshot the thing, right? The pay stub, and then email it to you?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Okay. Well, do you mind if I place you in a brief hold while I get that email set up for you?

Speaker speaker_2: Yeah. Sure. Go ahead.

Speaker speaker_1: Okay. I'll be right back for you. Okay?

Speaker speaker_2: Oh, okay.