

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, my name is Danielle Welch and, um, I keep getting messages about Benefits and a Card, and they keep taking money out of my account, but I never signed up for this and I need to get it canceled or whatever. Okay. Like I've been trying to get it canceled for the last... What's the staffing agency you work for? Yeah. I'm sorry? What's the staffing agency you work for? Crown Staffing. Okay. Well, I do know that Crown Services automatically enrolls their new hires into a medical plan, so that's probably what's going on. Um, what's the last four of your social? 7446. Yeah, I went to Crown, uh, last year and tried to get it canceled, and they said that... Something about y'all is a third-party company and they couldn't cancel it, and they tried to make up, like, they didn't know why I had it on there, but, um, I've been trying to cancel for about a year now. And I was off work, uh, for nine weeks for surgery, and I guess they had canceled out, and now that I started getting paid again, it's asking me to reactivate it, and I don't want to do that. I totally understand. Um, what was your first and last name? Danielle Welch. And for security purposes, can you verify your home address, including city, state and zip code, Danielle? Uh-huh. 850 East Jeff Davis Highway, Lot 12, Elson, Kentucky 42220. And confirm your date of birth. 7/12/89. And a good telephone number has 270-847-8503? Yes, sir. And the email, email it has myra0130 at gmail? Uh-huh. Okay. Um, so let's see here. So yes, so looking at the file, it looks like Crown auto-enrolled you into that medical plan. Um, however, I can go ahead and cancel it for you, but I do want to let you know- Good, thank you. ... cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that you will be officially canceled. Okay, Danielle? Yeah, because, uh, they was taking \$10 out, now they're taking \$13 out. And over the last year and a half, they've taken quite a f- quite a bit of money out of my checking account, and this is something that I never enrolled in, like. So, I don't think that that's fair that I've been having to pay for something that I didn't sign up for. And they also- I totally understand. ... canceled my state medical insurance because of this. I totally understand. Well, like I said, Crown Services automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of the benefit. However, it should have been in your onboarding paperwork when you s- first signed up with Crown Services. Um, but other than that, then I went ahead and processed the cancellation for you. Is there anything else I could assist you with today? No, that's it. Thank you. You're welcome. You have a great day, okay?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, my name is Danielle Welch and, um, I keep getting messages about Benefits and a Card, and they keep taking money out of my account, but I never signed up for this and I need to get it canceled or whatever.

Speaker speaker_0: Okay.

Speaker speaker_1: Like I've been trying to get it canceled for the last...

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Yeah. I'm sorry?

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: Okay. Well, I do know that Crown Services automatically enrolls their new hires into a medical plan, so that's probably what's going on. Um, what's the last four of your social?

Speaker speaker_1: 7446. Yeah, I went to Crown, uh, last year and tried to get it canceled, and they said that... Something about y'all is a third-party company and they couldn't cancel it, and they tried to make up, like, they didn't know why I had it on there, but, um, I've been trying to cancel for about a year now. And I was off work, uh, for nine weeks for surgery, and I guess they had canceled out, and now that I started getting paid again, it's asking me to reactivate it, and I don't want to do that.

Speaker speaker_0: I totally understand. Um, what was your first and last name?

Speaker speaker_1: Danielle Welch.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Danielle?

Speaker speaker_1: Uh-huh. 850 East Jeff Davis Highway, Lot 12, Elson, Kentucky 42220.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 7/12/89.

Speaker speaker_0: And a good telephone number has 270-847-8503?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email, email it has myra0130 at gmail?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Um, so let's see here. So yes, so looking at the file, it looks like Crown auto-enrolled you into that medical plan. Um, however, I can go ahead and cancel it for you, but I do want to let you know-

Speaker speaker_1: Good, thank you.

Speaker speaker_0: ... cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that you will be officially canceled. Okay, Danielle?

Speaker speaker_1: Yeah, because, uh, they was taking \$10 out, now they're taking \$13 out. And over the last year and a half, they've taken quite a f- quite a bit of money out of my checking account, and this is something that I never enrolled in, like. So, I don't think that that's fair that I've been having to pay for something that I didn't sign up for. And they also-

Speaker speaker_0: I totally understand.

Speaker speaker_1: ... canceled my state medical insurance because of this.

Speaker speaker_0: I totally understand. Well, like I said, Crown Services automatically enrolls their new hires into a medical plan usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of the benefit. However, it should have been in your onboarding paperwork when you s- first signed up with Crown Services. Um, but other than that, then I went ahead and processed the cancellation for you. Is there anything else I could assist you with today?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?