

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? Hello. I'm calling to see, um, why I'm still getting charged for an insurance plan that I canceled on April 9th. Yeah. Let me check on that for you. Um, what's that staffing agency you work for? Uh, WorkSmart Staffing. And the last four of your Social? 1966. And what was your first and last name? Corbin Dibble. Okay. And for security purposes, could you verify your home address, including city, state and zip code for me? 25 Palmetto Department, 237 Greenville, South Carolina, 29615. And confirm your date of birth? 03/05/2002. And a good telephone number have is 574-710-9909? Yes. And the email I have is kdibble7272@gmail? Yeah. Okay. So let's see here. Premium... Okay, I see what's going on. So I do see where you called in on April 9th to change the coverage, to drop the MEC and keep dental and vision. You were advised of the one-to-two-week process of the same deductions. And then once that new deduction came off, you'd become active in dental and vision. Um, let me see. So they did deduct another \$22- Yeah. ... off your paycheck? Yeah, today. Okay. Let's see. So what I'll go ahead and do, let me email you a Request a Document, uh, email. And then you would just take a screenshot of where that deduction did occur of the \$22, and then I'll have my back office investigate and see why the deduction wasn't changed. And then once I receive word back from my back office, I can give you a call back letting you know if a reimbursement is, uh, in place. Okay. So you'll just send me an email and then I, um, just send you the proof of where it was deducted? Correct, showing the, the, the date of the check and then where it was deducted, or just- Yeah. I'll just send my- ... a screenshot of the full check. ... birthdate there. Yeah. That should be fine. Um, but do you mind if I place you on a brief hold while I get that email set up for you? No. I don't mind. Okay. Hello, Corbin. Are you still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you that Request a Document email to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Okay. Now there are directions in, in the email as well. Just follow those directions and then... and send back whatever needs to be sent back. And then like I said, once I receive word back from my back office regarding that investigation, I will give you a call back. Okay? Okay. Perfect. Thank you. You're welcome. Is there anything else I can assist you with today? No. Thank you. Awesome. Well, you have a wonderful day, okay? You too. Bye. All right. B- bye.

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: Hello. I'm calling to see, um, why I'm still getting charged for an insurance plan that I canceled on April 9th.

Speaker speaker_0: Yeah. Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, WorkSmart Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1966.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Corbin Dibble.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code for me?

Speaker speaker_1: 25 Palmetto Department, 237 Greenville, South Carolina, 29615.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 03/05/2002.

Speaker speaker_0: And a good telephone number have is 574-710-9909?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is kdibble7272@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So let's see here. Premium... Okay, I see what's going on. So I do see where you called in on April 9th to change the coverage, to drop the MEC and keep dental and vision. You were advised of the one-to-two-week process of the same deductions. And then once that new deduction came off, you'd become active in dental and vision. Um, let me see. So they did deduct another \$22-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... off your paycheck?

Speaker speaker_1: Yeah, today.

Speaker speaker_0: Okay. Let's see. So what I'll go ahead and do, let me email you a Request a Document, uh, email. And then you would just take a screenshot of where that deduction did occur of the \$22, and then I'll have my back office investigate and see why the deduction wasn't changed. And then once I receive word back from my back office, I can give you a call back letting you know if a reimbursement is, uh, in place.

Speaker speaker_1: Okay. So you'll just send me an email and then I, um, just send you the proof of where it was deducted?

Speaker speaker_0: Correct, showing the, the, the date of the check and then where it was deducted, or just-

Speaker speaker_1: Yeah. I'll just send my-

Speaker speaker_0: ... a screenshot of the full check.

Speaker speaker_1: ... birthdate there.

Speaker speaker_0: Yeah. That should be fine. Um, but do you mind if I place you on a brief hold while I get that email set up for you?

Speaker speaker_1: No. I don't mind.

Speaker speaker_0: Okay. Hello, Corbin. Are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you that Request a Document email to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Now there are directions in, in the email as well. Just follow those directions and then... and send back whatever needs to be sent back. And then like I said, once I receive word back from my back office regarding that investigation, I will give you a call back. Okay?

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. B- bye.