

Transcript: Justin

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Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Yes, sir. My name is Rick Frost, and I am an employee at Bosch in Albion, Indiana. Mm-hmm. But I am hired through MAU. Okay. I, um, I had some deductions taken out of my check that I did not want, and I would like to get that money back. Okay. Um, let me check on that for you. Um, so MAU, what's the last four of your social? 1321. And what was your first and last name? Rick Frost, F-R-O-S-T. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Frost? Yeah. It's 4857 Royal Drive, Fort Wayne, Indiana 46835. And confirm your date of birth. 10/9/62. And a good telephone number I have is 260-312-4835. That's me. And the email I have is conniefrost1217@live.com? Yes, sir. Okay, so let's see. So looking at the file, it looks like you're enrolled into the MEC standalone, which is a preventative healthcare service plan and short-term disability for employee only. However, looking at the Documents tab, there's a form signed and dated January 9th of 2025, where you elected those two benefits. So that's why you were enrolled. Well, I... My wife is the computer person in the house, and when I got my, um... Of course it's all online, um, I'm gonna call it my pay stub. Um, my wife noticed these deductions, and she said that she never clicked, clicked on to, uh, get, get this stuff taken out of my check. And I don't want it. So I'd like to get- Okay. ... that money back. Okay. I, I totally understand that. Um, but since the form was submitted July, January 9th of 2025, where you elected those two benefits, unfortunately reimbursement isn't possible since it was- I- ... digitally signed. Sir, I didn't even... I didn't even start there in January. Um, well, it says digitally signed by Ricky L. Frost, uh, January 9th, 2025. Well, I, I don't understand that. I... This... Today starts my fourth week there. Okay. Um, well, the form was submitted. Maybe you just got a, an assignment here lately. Um, but like I said, unfortunately reimbursement isn't possible. I mean, I could cancel the coverage for you, but cancellations- Well, I want you to cancel. ... take one to two weeks to go through. I, I want that canceled, but I don't want no more money taken out of my check. Okay. So I'll go ahead and process the cancellation for you. But like I said, cancellations do take one to two weeks to go through. So it is possible for you to experience- Well- ... one or two more final payroll deductions. Who- But after that you should be- Who- ... officially canceled. Okay with you? Well, you tell me this. You tell me this. Who takes it out of my check, MAU? Um, correct. Yes, sir. Well, then I will be talking with Katie tomorrow because I told her today I don't want it. Okay. And then she informed you to reach out to us. So we processed the cancellation for you. Company policy, cancellations take one to two weeks to go through. So unfortunately, one or two extra deductions is gonna happen, sir. Well, I guess I'll be calling you guys back in one or two more weeks again. Okay. Well, is there anything else I could assist you with today, Mr. Frost? No, sir. Thank you. You're welcome. You have a great day, okay? Goodbye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, sir. My name is Rick Frost, and I am an employee at Bosch in Albion, Indiana.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I am hired through MAU.

Speaker speaker_0: Okay.

Speaker speaker_1: I, um, I had some deductions taken out of my check that I did not want, and I would like to get that money back.

Speaker speaker_0: Okay. Um, let me check on that for you. Um, so MAU, what's the last four of your social?

Speaker speaker_1: 1321.

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

Speaker speaker_1: Rick Frost, F-R-O-S-T.

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

Speaker speaker_1: Yeah. It's 4857 Royal Drive, Fort Wayne, Indiana 46835.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 10/9/62.

Speaker speaker_0: And a good telephone number I have is 260-312-4835.

Speaker speaker_1: That's me.

Speaker speaker_0: And the email I have is conniefrost1217@live.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see. So looking at the file, it looks like you're enrolled into the MEC standalone, which is a preventative healthcare service plan and short-term disability for employee only. However, looking at the Documents tab, there's a form signed and dated January 9th of 2025, where you elected those two benefits. So that's why you were enrolled.

Speaker speaker_1: Well, I... My wife is the computer person in the house, and when I got my, um... Of course it's all online, um, I'm gonna call it my pay stub. Um, my wife noticed these deductions, and she said that she never clicked, clicked on to, uh, get, get this stuff taken out

of my check. And I don't want it. So I'd like to get-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that money back.

Speaker speaker_0: Okay. I, I totally understand that. Um, but since the form was submitted July, January 9th of 2025, where you elected those two benefits, unfortunately reimbursement isn't possible since it was-

Speaker speaker_1: I-

Speaker speaker_0: ... digitally signed.

Speaker speaker_1: Sir, I didn't even... I didn't even start there in January.

Speaker speaker_0: Um, well, it says digitally signed by Ricky L. Frost, uh, January 9th, 2025.

Speaker speaker_1: Well, I, I don't understand that. I... This... Today starts my fourth week there.

Speaker speaker_0: Okay. Um, well, the form was submitted. Maybe you just got a, an assignment here lately. Um, but like I said, unfortunately reimbursement isn't possible. I mean, I could cancel the coverage for you, but cancellations-

Speaker speaker_1: Well, I want you to cancel.

Speaker speaker_0: ... take one to two weeks to go through.

Speaker speaker_1: I, I want that canceled, but I don't want no more money taken out of my check.

Speaker speaker_0: Okay. So I'll go ahead and process the cancellation for you. But like I said, cancellations do take one to two weeks to go through. So it is possible for you to experience-

Speaker speaker_1: Well-

Speaker speaker_0: ... one or two more final payroll deductions.

Speaker speaker_1: Who-

Speaker speaker_0: But after that you should be-

Speaker speaker_1: Who-

Speaker speaker_0: ... officially canceled. Okay with you?

Speaker speaker_1: Well, you tell me this. You tell me this. Who takes it out of my check, MAU?

Speaker speaker_0: Um, correct. Yes, sir.

Speaker speaker_1: Well, then I will be talking with Katie tomorrow because I told her today I don't want it.

Speaker speaker_0: Okay. And then she informed you to reach out to us. So we processed the cancellation for you. Company policy, cancellations take one to two weeks to go through. So unfortunately, one or two extra deductions is gonna happen, sir.

Speaker speaker_1: Well, I guess I'll be calling you guys back in one or two more weeks again.

Speaker speaker_0: Okay. Well, is there anything else I could assist you with today, Mr. Frost?

Speaker speaker_1: No, sir. Thank you.

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

Speaker speaker_1: Goodbye.

Speaker speaker_0: All right. Bye-bye.