

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, I had called a little earlier, and they had said I didn't have any, uh, insurance, but they've been taking Medicare out of my checks for a while. Okay. So, Medicare would be taxes, but let me try pulling your file and see what's going on. What's the staffing agency you work for? MAU. And the last four of your social? 5369. And what was your first and last name? Kelvin Hewins. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Kelvin? Uh, Simpsonville, South Carolina... Wait. 14 Argyle Court, Simpsonville, South Carolina 29681. And confirm your date of birth? Uh, July 14th, 2000. And a good telephone number you have is 864-395-2174? Yes, sir. And the email you have is truepatfan2011 at gmail? Yes, sir. Okay, so looking at the file, yes, it does tell me you're not currently enrolled in anything. Um, we attempted to make an outbound call to you back in June of 2023, where you submitted an enrollment form, but you were declined since no voice mail or anything was left. Um, but as of right now, you're not enrolled into anything through us at Benefits In a Card, so any deductions wouldn't be coming from us. If it's Medicare, that's taxes. That's already taxes that's being taken out. Okay. What, what is the, like... What, what are those taxes? Like... Um, so there's state taxes, uh, there's Medicare, there's federal taxes, uh, Medicare, Medicaid. Those, stuff like that. That's for... That's tax stuff. 'Cause if it was a dedu- if it was a deduction coming from us at Benefits In a Card, it would say B-I-C D-E-N, for dental, for example. So, it would say, "B-I-C D-E-N for dental," if you were enrolled into dental. But if you don't see a, any deductions saying B-I-C before it, it's not coming from us. Okay. Okay. Is there anything else I could help you out with today, Kelvin? That is all. Awesome. Well, you have a wonderful day, okay? All right. You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Um, I had called a little earlier, and they had said I didn't have any, uh, insurance, but they've been taking Medicare out of my checks for a while.

Speaker speaker_0: Okay. So, Medicare would be taxes, but let me try pulling your file and see what's going on. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5369.

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

Speaker speaker_1: Kelvin Hewins.

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

Speaker speaker_1: Uh, Simpsonville, South Carolina... Wait. 14 Argyle Court, Simpsonville, South Carolina 29681.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, July 14th, 2000.

Speaker speaker_0: And a good telephone number you have is 864-395-2174?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email you have is truepatfan2011 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file, yes, it does tell me you're not currently enrolled in anything. Um, we attempted to make an outbound call to you back in June of 2023, where you submitted an enrollment form, but you were declined since no voice mail or anything was left. Um, but as of right now, you're not enrolled into anything through us at Benefits In a Card, so any deductions wouldn't be coming from us. If it's Medicare, that's taxes. That's already taxes that's being taken out.

Speaker speaker_1: Okay. What, what is the, like... What, what are those taxes? Like...

Speaker speaker_0: Um, so there's state taxes, uh, there's Medicare, there's federal taxes, uh, Medicare, Medicaid. Those, stuff like that. That's for... That's tax stuff. 'Cause if it was a dedu- if it was a deduction coming from us at Benefits In a Card, it would say B-I-C D-E-N, for dental, for example. So, it would say, "B-I-C D-E-N for dental," if you were enrolled into dental. But if you don't see a, any deductions saying B-I-C before it, it's not coming from us.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else I could help you out with today, Kelvin?

Speaker speaker_1: That is all.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right, bye-bye.