

Transcript: Justin

Mills-5799120211197952-5870928306290688

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, sir. My name is Rick Frost and I am an employee for MAU and they were deducting insurance, uh, insurance, um, insurance de-... uh, deductibles out of my paycheck and I called and I got that policy canceled. And they took it out for one more week after I got it canceled, and I would like to get that money back. Okay, let me check on that for you. So, MAU, what's the last four of your social? 1321. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Frost? Sure. 4857 Royal Drive, Fort Wayne, Indiana, 46835. And confirm your date of birth? 10/9/62. And your Goodfellow phone number I have is 260-312-4835. That's correct. And the email I have is conniefrost, uh, 1... or 217@live.com? Yep. Okay, so let's see here. Okay, so I do see where you did call to cancel the coverage. Um, you were advised cancellations do take one to two weeks to go through, so you were advised that, uh, potentially one or two more extra deductions were gonna happen. Um... Right. But as of right now, the coverage has been officially canceled so you're not currently- Uh-huh. ... enrolled in anything anymore. Um, now- Right. ... regarding the reimbursement, unfortunately that isn't possible due to the fact you were advised of one to two extra weeks of deductions. Well, um, they didn't take... They took... They didn't take it out on the paycheck I just got, but they did prior to that. Okay. Um, so yes, sir. So you were advised of cancellations taking one to two weeks to go through. Um, so and you called back on March 24th, um, so the second week would've been last week. So that's why you didn't experience any deductions on this paycheck, but the previous- Correct. ... paychecks, because, like I said, cancellations took one to two weeks to go through. So you- Uh-huh. ... were advised that one or two extra deductions would come off your paycheck. Mm-hmm. Right. And, and it... The deductions have stopped. That's why I'm- Correct. ... calling back a- That's why I'm calling back again to get, get my money back. Um, so unfortunately, reimbursement isn't possible because, like I said, sir, cancellations took one to two weeks to go through. So you were advised one or two extra deductions would happen. So you stated that you didn't have any deductions come off this paycheck. So unfortunately, there's nothing that we can reimburse 'cause you were advised of the cancellation process. I... Sir, I don't know. I, I think you're the one that I spoke to when I t- I said that when the... when my deductions stopped coming out, I would call back so I could get that money back. Okay. Well, we received a document where you enrolled yourself into benefits, so a reimbursement wouldn't be possible to begin with because you signed and dated a form January 9th of 2025. I... Yes, sir, I understand that, and when, when I spoke to you the last time, I t-... I was under the understanding that once I canceled that policy, if anything else got deducted out, I would get that back. No, sir. So when you called to cancel, you were advised of the cancellation process 'cause looking at note history, members state they do not- So what you're saying... Uh, I- I- let me, let me please cut this short. So what

you're saying is I'm not gonna get none of that money back? Correct. Unfortunately, no, sir. Reimbursement isn't possible.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a 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 for MAU and they were deducting insurance, uh, insurance, um, insurance de-... uh, deductibles out of my paycheck and I called and I got that policy canceled. And they took it out for one more week after I got it canceled, and I would like to get that money back.

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

Speaker speaker_1: 1321.

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

Speaker speaker_1: Sure. 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 your Goodfellow phone number I have is 260-312-4835.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is conniefrost, uh, 1... or 217@live.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so let's see here. Okay, so I do see where you did call to cancel the coverage. Um, you were advised cancellations do take one to two weeks to go through, so you were advised that, uh, potentially one or two more extra deductions were gonna happen. Um...

Speaker speaker_1: Right.

Speaker speaker_0: But as of right now, the coverage has been officially canceled so you're not currently-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... enrolled in anything anymore. Um, now-

Speaker speaker_1: Right.

Speaker speaker_0: ... regarding the reimbursement, unfortunately that isn't possible due to the fact you were advised of one to two extra weeks of deductions.

Speaker speaker_1: Well, um, they didn't take... They took... They didn't take it out on the paycheck I just got, but they did prior to that.

Speaker speaker_0: Okay. Um, so yes, sir. So you were advised of cancellations taking one to two weeks to go through. Um, so and you called back on March 24th, um, so the second week would've been last week. So that's why you didn't experience any deductions on this paycheck, but the previous-

Speaker speaker_1: Correct.

Speaker speaker_0: ... paychecks, because, like I said, cancellations took one to two weeks to go through. So you-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... were advised that one or two extra deductions would come off your paycheck.

Speaker speaker_1: Mm-hmm. Right. And, and it... The deductions have stopped. That's why I'm-

Speaker speaker_0: Correct.

Speaker speaker_1: ... calling back a- That's why I'm calling back again to get, get my money back.

Speaker speaker_0: Um, so unfortunately, reimbursement isn't possible because, like I said, sir, cancellations took one to two weeks to go through. So you were advised one or two extra deductions would happen. So you stated that you didn't have any deductions come off this paycheck. So unfortunately, there's nothing that we can reimburse 'cause you were advised of the cancellation process.

Speaker speaker_1: I... Sir, I don't know. I, I think you're the one that I spoke to when I t- I said that when the... when my deductions stopped coming out, I would call back so I could get that money back.

Speaker speaker_0: Okay. Well, we received a document where you enrolled yourself into benefits, so a reimbursement wouldn't be possible to begin with because you signed and dated a form January 9th of 2025.

Speaker speaker_1: I... Yes, sir, I understand that, and when, when I spoke to you the last time, I t... I was under the understanding that once I canceled that policy, if anything else got deducted out, I would get that back.

Speaker speaker_0: No, sir. So when you called to cancel, you were advised of the cancellation process 'cause looking at note history, members state they do not-

Speaker speaker_1: So what you're saying... Uh, I- I- let me, let me please cut this short. So what you're saying is I'm not gonna get none of that money back?

Speaker speaker_0: Correct. Unfortunately, no, sir. Reimbursement isn't possible.