

Transcript: Justin

Mills-5818113478672384-5018898380931072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, my name's Anaya Ta. I work with BGSS Staffing, um, and they told me to call you guys, um, because benefits are being taken out of my check, but I never opted into it. Um, so I need to know how to opt out of it, um, and then how to move forward as far as... 'Cause I never opted in, so it... and it's been taken out, so do I get refunded for that money or what? Well, let me check on that. So BG Staffing, what's the last four of your social? It is 5611. And for security purposes, could you verify your home address, including city, state and zip code? Yep. 3979 Patriot Ridge Court, Raleigh, North Carolina 27610. And your date of birth? March 25th, 2003. And a good telephone number to have is 919-274-6688. That's correct. Yes. And the email have is anaya.ta@icloud? Yes, sir. Okay. Um, so looking at the file, the... looks like you are currently enrolled into the MEC TeleRx, dental for employee plus child, and then vision for employee only. However, looking at the file as well, you did submit a document dated December 17th where you elected those benefits, so that's the reason why you were enrolled. Okay, so I don't... 'cause it's not on my portal. So I went to my portal just to be sure and I wasn't... It said like no enrollments or anything, so that's why I was a little confused. Um, well, that's not what I'm seeing. Um, yeah. Anaya, to... December 17th, uh, where you elected benefits for employee plus child and employee only. Um, maybe you submitted the document while doing the onboarding paperwork through BG Staffing, um, so that's probably where that came from. So wouldn't that, like be showing up in my employee, employee portal, do you think? Uh, no. Honestly, I don't know the answer to that question, but maybe a question through BG Staffing. But if you log in through the Benefits in a Card portal, it should show up there. Okay. Um, so it's separate. Let me... Am I able to opt out of it? Yeah, I can cancel the coverage for you. However, cancellations do take one to two weeks to go through. So there is that. Okay. Okay. Um, that's fine. Okay, so I'll go ahead and process the cancellation for you. Like I said, cancellations do take one to two weeks to go through. So it is possible for you to- Okay. ... experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Anaya? Okay. Sweet. Thank you so much. You're welcome. You have a great day. Okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, my name's Anaya Ta. I work with BGSS Staffing, um, and they told me to call you guys, um, because benefits are being taken out of my check, but I never opted into it. Um, so I need to know how to opt out of it, um, and then how to move forward as far as... 'Cause I never opted in, so it... and it's been taken out, so do I get refunded for that money or what?

Speaker speaker_1: Well, let me check on that. So BG Staffing, what's the last four of your social?

Speaker speaker_2: It is 5611.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: Yep. 3979 Patriot Ridge Court, Raleigh, North Carolina 27610.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 25th, 2003.

Speaker speaker_1: And a good telephone number to have is 919-274-6688.

Speaker speaker_2: That's correct. Yes.

Speaker speaker_1: And the email have is anaya.ta@icloud?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so looking at the file, the... looks like you are currently enrolled into the MEC TeleRx, dental for employee plus child, and then vision for employee only. However, looking at the file as well, you did submit a document dated December 17th where you elected those benefits, so that's the reason why you were enrolled.

Speaker speaker_2: Okay, so I don't... 'cause it's not on my portal. So I went to my portal just to be sure and I wasn't... It said like no enrollments or anything, so that's why I was a little confused.

Speaker speaker_1: Um, well, that's not what I'm seeing.

Speaker speaker_2: Um, yeah.

Speaker speaker_1: Anaya, to... December 17th, uh, where you elected benefits for employee plus child and employee only. Um, maybe you submitted the document while doing the onboarding paperwork through BG Staffing, um, so that's probably where that came from.

Speaker speaker_2: So wouldn't that, like be showing up in my employee, employee portal, do you think?

Speaker speaker_1: Uh, no. Honestly, I don't know the answer to that question, but maybe a question through BG Staffing. But if you log in through the Benefits in a Card portal, it should

show up there.

Speaker speaker_2: Okay. Um, so it's separate. Let me... Am I able to opt out of it?

Speaker speaker_1: Yeah, I can cancel the coverage for you. However, cancellations do take one to two weeks to go through. So there is that.

Speaker speaker_2: Okay. Okay. Um, that's fine.

Speaker speaker_1: Okay, so I'll go ahead and process the cancellation for you. Like I said, cancellations do take one to two weeks to go through. So it is possible for you to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Anaya?

Speaker speaker_2: Okay. Sweet. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day. Okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.