

Transcript: Justin

Mills-6408045184991232-5894822161596416

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. Um, I was calling because I was, like, automatically enrolled in a benefits plan through my temp agency, which is Wagner, but I didn't enroll into it, and I was still charged on my paycheck, the deduction. Um, well, I do know that Wagner does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, unless they give us at Benefits and a Card to call to opt out of the benefit. However, let me try pulling your file to confirm that for you. What's the last four of your Social? 6468. And I wasn't aware of that. They, they told me that, um, if I didn't enroll, which they saw on the system that I didn't, that I wasn't supposed to be charged, but I'm not sure if, if, uh, if it just does that, like you said. And what was your first and last name again? I'm sorry. Uh, you're fine. Shantoya Glenn. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Shantoya? Yes. 10544 Highway 36, Covington, Georgia 30014. And confirm your date of birth? July 6th, 1993. And a good telephone number have as 404-664-0852? Yes. And the email I have is shantoyaglenn@gmail.com? Yes. Okay, so let's see. So yes, looking at the file, it does look like Wagner did automatically enroll you into that medical plan. Um, they have a pending request sent for enrollment, so I will say that if we did cancel it, there will be one deduction that comes off, which is that one. Um, but after that, you should be officially canceled. Okay. Um, am I able to get that back? 'Cause I was asking them, and she said she would have to get back to me on it, but I was trying to see, could it be put, like, on my next check or something, because I'm not gonna use it, so. Um, now honestly, that's a great question to ask Wagner. Um, that is a Wagner policy that they automatically enroll their new hires into that medical plan, so I would reach out to them regarding that. Okay. But you're saying that you're able to cancel it now? Correct. Okay. Okay, but like I said, since it was a pending request sent for enrollment, that deduction will come off, but after that, no more deductions will come off the paycheck. Okay? Okay. Awesome. Well, was there anything else I could assist you with today? Uh, no, that'll be all. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. 'Kay, bye-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. Um, I was calling because I was, like, automatically enrolled in a benefits plan through my temp agency, which is Wagner, but I didn't enroll into it, and I was

still charged on my paycheck, the deduction.

Speaker speaker_0: Um, well, I do know that Wagner does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, unless they give us at Benefits and a Card to call to opt out of the benefit. However, let me try pulling your file to confirm that for you. What's the last four of your Social?

Speaker speaker_1: 6468. And I wasn't aware of that. They, they told me that, um, if I didn't enroll, which they saw on the system that I didn't, that I wasn't supposed to be charged, but I'm not sure if, if, uh, if it just does that, like you said.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Uh, you're fine. Shantoya Glenn.

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

Speaker speaker_1: Yes. 10544 Highway 36, Covington, Georgia 30014.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: July 6th, 1993.

Speaker speaker_0: And a good telephone number have as 404-664-0852?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is shantoyaglenn@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see. So yes, looking at the file, it does look like Wagner did automatically enroll you into that medical plan. Um, they have a pending request sent for enrollment, so I will say that if we did cancel it, there will be one deduction that comes off, which is that one. Um, but after that, you should be officially canceled.

Speaker speaker_1: Okay. Um, am I able to get that back? 'Cause I was asking them, and she said she would have to get back to me on it, but I was trying to see, could it be put, like, on my next check or something, because I'm not gonna use it, so.

Speaker speaker_0: Um, now honestly, that's a great question to ask Wagner. Um, that is a Wagner policy that they automatically enroll their new hires into that medical plan, so I would reach out to them regarding that.

Speaker speaker_1: Okay. But you're saying that you're able to cancel it now?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, but like I said, since it was a pending request sent for enrollment, that deduction will come off, but after that, no more deductions will come off the paycheck.

Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Well, was there anything else I could assist you with today?

Speaker speaker_1: Uh, no, that'll be all. Thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: 'Kay, bye-bye.