

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, I was want to get some more information on my insurance. Okay. What's the staffing agency you work for? Uh, BG Staffing. And the last four of your social? 4748. And your first and last name? Jasmine Zeigler. I've got it on file. And for security purposes, could you verify your home address, including city, state and zip code? 30 Periwinkle Court, Columbia, South Carolina 29559. And your date of birth? 15/2000. And a good telephone number I have is 510-989-6342. That's... Wait. No, that's not correct. It's 839-246-7102. And just to confirm, 839-246-7102? That's correct. And the email I have is zeiglerjasmine7@gmail? That's correct. Okay. Um, quick question. When did you start with BG Staffing? Uh, I think it was February '21. Um, not February '21, uh, the year 2021. Okay. Did you start a new assignment here lately? Uh, well, I have, I have new assignments on kind of every other week. Okay. So only thing I'm seeing on your file... I'm seeing multiple hire dates on your file, but the document that I'm seeing is you submitted it August 6th of 2024 where you declined the benefits. Okay. Well, I'm still being charged for them. Mm-hmm. Um, y- you're being charged? Um, yeah. I see it like on my pay stubs as far as when it takes out. Okay. Well, you, I would reach out to BG Staffing regarding those deductions 'cause they're not coming from us at Benefits on a Card, 'cause you're not currently enrolled into anything. That may just be taxes, like Medicare and Medicaid. Um, so like, so as far as Medicare and Medicaid, I don't have Medicare or Medicaid. So I'm like- I know, but that's- So I asked them and they, they contact you guys? Yes. So Medicare and Medicaid, that's government taxes. That's au- automatic taxes that comes off your paycheck. Everyone gets those deductions. Okay. But even if I don't have Medicare or Medicaid, they still charge me for it? Um, correct. You're not enrolled into anything through us at Benefits on a Card. You... The Medicaid and Medicare, that's government deductions that comes off everyone's paycheck. Everyone that works, that, they pay Medicare and Medicaid taxes. Okay. I got you. All right. Thank you. You're welcome. You have a great day, okay? You too. All right. Bye-bye.

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: Hey, I was want to get some more information on my insurance.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, BG Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4748.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jasmine Zeigler.

Speaker speaker_0: I've got it on file. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 30 Periwinkle Court, Columbia, South Carolina 29559.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 15/2000.

Speaker speaker_0: And a good telephone number I have is 510-989-6342.

Speaker speaker_1: That's... Wait. No, that's not correct. It's 839-246-7102.

Speaker speaker_0: And just to confirm, 839-246-7102?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is zeiglerjasmine7@gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, quick question. When did you start with BG Staffing?

Speaker speaker_1: Uh, I think it was February '21. Um, not February '21, uh, the year 2021.

Speaker speaker_0: Okay. Did you start a new assignment here lately?

Speaker speaker_1: Uh, well, I have, I have new assignments on kind of every other week.

Speaker speaker_0: Okay. So only thing I'm seeing on your file... I'm seeing multiple hire dates on your file, but the document that I'm seeing is you submitted it August 6th of 2024 where you declined the benefits.

Speaker speaker_1: Okay. Well, I'm still being charged for them.

Speaker speaker_0: Mm-hmm. Um, y- you're being charged?

Speaker speaker_1: Um, yeah. I see it like on my pay stubs as far as when it takes out.

Speaker speaker_0: Okay. Well, you, I would reach out to BG Staffing regarding those deductions 'cause they're not coming from us at Benefits on a Card, 'cause you're not currently enrolled into anything. That may just be taxes, like Medicare and Medicaid.

Speaker speaker_1: Um, so like, so as far as Medicare and Medicaid, I don't have Medicare or Medicaid. So I'm like-

Speaker speaker_0: I know, but that's-

Speaker speaker_1: So I asked them and they, they contact you guys?

Speaker speaker_0: Yes. So Medicare and Medicaid, that's government taxes. That's automatic taxes that comes off your paycheck. Everyone gets those deductions.

Speaker speaker_1: Okay. But even if I don't have Medicare or Medicaid, they still charge me for it?

Speaker speaker_0: Um, correct. You're not enrolled into anything through us at Benefits on a Card. You... The Medicaid and Medicare, that's government deductions that comes off everyone's paycheck. Everyone that works, that, they pay Medicare and Medicaid taxes.

Speaker speaker_1: Okay. I got you. All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.