

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Um, my name is Sequoia Holes. I am calling because I have money being taken out of my check and I opted out of insurance, and DTC gave me this number to get ahold of. And who do you work for? Uh, Ruskins in Parsons, Kansas. I need the name of the staffing agency. Of the staffing agency? I go through a temp agency right now. Um, it's DTC Workforce. And the last three digits of your social? 3782. Okay. And you say your first and last name, yes, ma'am? First and last name is Sequoia Holes. So, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, my address is 2515 Stephens, Parsons, Kansas, and date of birth is March 29th of 1997. Thank you for the information. Uh, we have a phone number of 562-0778-1984? Yes. That's correct. So we received the cancellation request on the 28th of January. Um, and it was processed on that date, and the process does take one to two weeks for all changes to be processed. Here, on my end, is not showing any deductions. Are you ensuring the deduction? Yes. Um, I just checked my pay stub today, and I have insurance coming out of my paycheck, and I did not sign up for any insurance. I opted out of it. Okay. Let's see. Here. Oh. 'Cause we received on the 5th... Not on the 5th, but, um, December 6th, enroll... You wanted to enroll in the benefits with your dependents. Um, dental and... Dental, vision- Yeah. ... and... Hmm. And then on the 28th of January, that's when we received the cancellation request. Mm. Enrollment was already sent, sent out. Now, um, like I said, uh, the process of the cancellation, it takes one to two weeks, and here on our end, it's not showing any deductions. Okay. Um, would I have to talk- So we- ... to DTC here to figure that out? Well, you could let them know that you called us and that we did send out the cancellation. Now, like I said, I don't... We don't have access to your payroll, so we don't know when they made the deduction. And, and, uh, especially if we don't receive it. So if you want to give them a call and find out what... On our end, we already have requested, on the 28th, your cancellation. Okay. Right. If you have any other questions, uh, after you spoke to them that you think we could help you with, feel free to give us a call back. Okay. Yeah, um, I will speak to them tomorrow when I come back to work and- Okay. ... I'll try to get that figured out. I understand. No problem. Thank you for giving- All right. ... me a call today. Have a great rest of the day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, my name is Sequoia Holes. I am calling because I have money being taken out of my check and I opted out of insurance, and DTC gave me this number to get ahold of.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Uh, Ruskins in Parsons, Kansas.

Speaker speaker_0: I need the name of the staffing agency.

Speaker speaker_1: Of the staffing agency? I go through a temp agency right now. Um, it's DTC Workforce.

Speaker speaker_0: And the last three digits of your social?

Speaker speaker_1: 3782.

Speaker speaker_0: Okay. And you say your first and last name, yes, ma'am?

Speaker speaker_1: First and last name is Sequoia Holes.

Speaker speaker_0: So, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, my address is 2515 Stephens, Parsons, Kansas, and date of birth is March 29th of 1997.

Speaker speaker_0: Thank you for the information. Uh, we have a phone number of 562-0778-1984?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: So we received the cancellation request on the 28th of January. Um, and it was processed on that date, and the process does take one to two weeks for all changes to be processed. Here, on my end, is not showing any deductions. Are you ensuring the deduction?

Speaker speaker_1: Yes. Um, I just checked my pay stub today, and I have insurance coming out of my paycheck, and I did not sign up for any insurance. I opted out of it.

Speaker speaker_0: Okay. Let's see. Here. Oh. 'Cause we received on the 5th... Not on the 5th, but, um, December 6th, enroll... You wanted to enroll in the benefits with your dependents. Um, dental and... Dental, vision-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and... Hmm. And then on the 28th of January, that's when we received the cancellation request. Mm. Enrollment was already sent, sent out. Now, um, like I said, uh, the process of the cancellation, it takes one to two weeks, and here on our end, it's not showing any deductions.

Speaker speaker_1: Okay. Um, would I have to talk-

Speaker speaker_0: So we-

Speaker speaker_1: ... to DTC here to figure that out?

Speaker speaker_0: Well, you could let them know that you called us and that we did send out the cancellation. Now, like I said, I don't... We don't have access to your payroll, so we don't know when they made the deduction. And, and, uh, especially if we don't receive it. So if you want to give them a call and find out what... On our end, we already have requested, on the 28th, your cancellation.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. If you have any other questions, uh, after you spoke to them that you think we could help you with, feel free to give us a call back.

Speaker speaker_1: Okay. Yeah, um, I will speak to them tomorrow when I come back to work and-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'll try to get that figured out.

Speaker speaker_0: I understand. No problem. Thank you for giving-

Speaker speaker_1: All right.

Speaker speaker_0: ... me a call today. Have a great rest of the day.

Speaker speaker_1: Thank you. You too.