

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Uh, yes, good day. Well, my name is Richard Hatfield. I, I have received a fax from you all. Oh, we are the administrator for health insurance for a staffing agency. Um, it's to let you know that you co-enrolled in the benefits, so decline any, um, benefits that they could auto-enroll you. What's the staffing agency you work for, sir? Surge. Yeah. Surge. Surge will auto-enroll you if you don't decline the benefits, or if you want to keep the benefits then, um, you could. But- You don't have to do anything. Oh, oh, okay. The benefits, uh, because I'm looking for work now. Oh. Uh, yeah, they, they tellin' me that the work is slow. They send, they call and check back. So is this any money taken from somewhere? Do I have to pay for this? Well, if you're not currently working, you don't have to worry about it. Um, but if you don't want to be enrolled when you start working, you could decline it now or when you start working. It, it has, um, they will actually auto-enroll you, um, right after your first paycheck. Oh, okay. And what are they be taking stuff out of my check? \$15. 15? \$15 and c- and 16 cents. Yeah, well, I declined it. I, yeah, I declined it. Okay, you decline it with them or you wanna decline it, uh, you wanna make sure that you decline it with us? I wanna make sure that I decline it with y'all because I only had a day work, so they're able to took \$15 out of my check? No, because if this is an, um, like, like on your second check, that's when you will see the, the deduction. Oh, 'cause my second- Um, it- Yeah, my se- yeah, my second check is tomorrow. Oh, okay. I get it. Um, let me get the last four digits of your Social so I can pull up your file, sir. Okay, 1836. And your first and last name? First name is Richard, last name is Hatfield. Mr. Hatfield, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, yes, 1371 Wentworth. Uh, my date of birth is 6/17/1979. All right. And where are you located, sir? I need the, uh, city, state and zip code. Um, Calumet City, 60409. Thank you. And it's 68 84th. That's in Illinois. I have a phone number on file, 708-941-3150, and your email is shaki7411@gmail.com. Mm-hmm. Yes. All right. So I don't see any pending enrollment here, so you shouldn't see any deductions on your payroll. Okay. Um, all right? Is there anything- I appreciate it. ... else I can do for you? No, that'll be it. All right, I proceed to auto-, um, opt you out. I- if you change your mind, you still have the 30 days from your first pay check. I mean, I'm sorry, from the day you started working. Okay. Well, yeah, I started and it was slow and they didn't get, yeah. All right, no problem. Thank you for giving us a go. Have a great rest of the day, sir. You as well. Thank you. You take it easy. Bye-bye. Bye-bye. What's up, y'all? Why your, why your sister ain't going? She don't have money. Well, she needs to go to go to school? Mm-hmm. When she need to go then? Why, does the court say something to her that tells her come? Mm-mm. So what, she gonna stay out of school? I don't really know.

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 Car. This is Pamela speaking, how may I help you?

Speaker speaker_2: Uh, yes, good day. Well, my name is Richard Hatfield. I, I have received a fax from you all.

Speaker speaker_1: Oh, we are the administrator for health insurance for a staffing agency. Um, it's to let you know that you co-enrolled in the benefits, so decline any, um, benefits that they could auto-enroll you. What's the staffing agency you work for, sir?

Speaker speaker_2: Surge.

Speaker speaker_1: Yeah.

Speaker speaker_2: Surge. Surge will auto-enroll you if you don't decline the benefits, or if you want to keep the benefits then, um, you could. But-

Speaker speaker_1: You don't have to do anything.

Speaker speaker_2: Oh, oh, okay. The benefits, uh, because I'm looking for work now.

Speaker speaker_1: Oh.

Speaker speaker_2: Uh, yeah, they, they tellin' me that the work is slow. They send, they call and check back. So is this any money taken from somewhere? Do I have to pay for this?

Speaker speaker_1: Well, if you're not currently working, you don't have to worry about it. Um, but if you don't want to be enrolled when you start working, you could decline it now or when you start working. It, it has, um, they will actually auto-enroll you, um, right after your first paycheck.

Speaker speaker_2: Oh, okay. And what are they be taking stuff out of my check?

Speaker speaker_1: \$15.

Speaker speaker_2: 15?

Speaker speaker_1: \$15 and c- and 16 cents.

Speaker speaker_2: Yeah, well, I declined it. I, yeah, I declined it.

Speaker speaker_1: Okay, you decline it with them or you wanna decline it, uh, you wanna make sure that you decline it with us?

Speaker speaker_2: I wanna make sure that I decline it with y'all because I only had a day work, so they're able to took \$15 out of my check?

Speaker speaker_1: No, because if this is an, um, like, like on your second check, that's when you will see the, the deduction.

Speaker speaker_2: Oh, 'cause my second-

Speaker speaker_1: Um, it-

Speaker speaker_2: Yeah, my se- yeah, my second check is tomorrow.

Speaker speaker_1: Oh, okay. I get it. Um, let me get the last four digits of your Social so I can pull up your file, sir.

Speaker speaker_2: Okay, 1836.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name is Richard, last name is Hatfield.

Speaker speaker_1: Mr. Hatfield, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, yes, 1371 Wentworth. Uh, my date of birth is 6/17/1979.

Speaker speaker_1: All right. And where are you located, sir? I need the, uh, city, state and zip code.

Speaker speaker_2: Um, Calumet City, 60409.

Speaker speaker_1: Thank you.

Speaker speaker_2: And it's 68 84th.

Speaker speaker_1: That's in Illinois. I have a phone number on file, 708-941-3150, and your email is shaki7411@gmail.com.

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: All right. So I don't see any pending enrollment here, so you shouldn't see any deductions on your payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, all right? Is there anything-

Speaker speaker_2: I appreciate it.

Speaker speaker_1: ... else I can do for you?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right, I proceed to auto-, um, opt you out. I- if you change your mind, you still have the 30 days from your first pay check. I mean, I'm sorry, from the day you started working.

Speaker speaker_2: Okay. Well, yeah, I started and it was slow and they didn't get, yeah.

Speaker speaker_1: All right, no problem. Thank you for giving us a go. Have a great rest of the day, sir.

Speaker speaker_2: You as well. Thank you. You take it easy. Bye-bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: What's up, y'all? Why your, why your sister ain't going?

Speaker speaker_3: She don't have money.

Speaker speaker_2: Well, she needs to go to go to school?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: When she need to go then? Why, does the court say something to her that tells her come?

Speaker speaker_3: Mm-mm.

Speaker speaker_2: So what, she gonna stay out of school?

Speaker speaker_3: I don't really know.