

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and Records. This is Pamela speaking. How may I help you? Hey, this is Kiara from Ken, um, 's office. How are you? Good, and you? I am fine. Okay. I have a question of, um, an EE calling me about. Um, this particular EE, he worked at, um, Orbeez, you know, from December to February 9th of this year, and he started working for another client, uh, March the 17th of this year. Due to he haven't been working, he said that they've taken out double the amount on his insurance. So in order for him to, for us per se, to get the premium he has to be actively working. Um, weeks that he don't work, we, then he's not gonna get charged. And, um, it's pretty much the same amount every week. It's, unless he's make changes on the insurance, um, that's what he gets. Yeah, that's, that's what I was wondering 'cause in my system it's showing that his end date was on February 9th, 2025. Mm-hmm. And that they reassigned him March the 17th of 2025. So during that time of, you know, his separation, he shouldn't have accrued, um, any other payment authorization. He said that they took out more than what they should more than once. Um, usually it's, um, after they stop working they might get, um, from his last check, we might get one premium. But what I suggest... Have you seen his pay stub? Uh, let me pull it up. I'm right here behind you guys. Because sometimes they get confused, uh, with some tax information and they think it's insurance. Okay. Okay, it says for his vision was \$12.90. Wait, that's for... We have to charge- Yeah, the only thing he has is vision. Yeah. So in order for him to get charged every week \$14 for vision, it may be because he has his family. What's the name of the staffing agency again? Surge Staffing. Let me see. I must search, sorry. 'Cause I know they get adult enrolled, but you say he only got vision. Yeah. He said he only has vision. How much would be? One second. System's kinda slow today. Okay. But if he's enrolled in vision only for employee, only they charge \$2.15. And the most that they charge is \$7.62 if he will have the family enrolled. Yeah. So \$14 every week, it doesn't add up for vision. Yeah. So this time they did, they did take out the check dated for the 4th, and that's this Friday. I see for vision, um, his total was \$12.90. Okay. Well, um, what I could suggest you to do, have him give us a call, and explain to us like this. Say, um, so we could send him an email where he will be able to follow the instruction and send a copy of the pay stub so that way we will be able to see what went on when the deduction was made. Absolutely. Thank you so much. No problem. Is there anything else I could do for you? Oh, that'll be all. All right. Thank you for giving us a call. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Records. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hey, this is Kiara from Ken, um,'s office. How are you?

Speaker speaker\_0: Good, and you?

Speaker speaker\_1: I am fine.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I have a question of, um, an EE calling me about. Um, this particular EE, he worked at, um, Orbeez, you know, from December to February 9th of this year, and he started working for another client, uh, March the 17th of this year. Due to he haven't been working, he said that they've taken out double the amount on his insurance.

Speaker speaker\_0: So in order for him to, for us per se, to get the premium he has to be actively working. Um, weeks that he don't work, we, then he's not gonna get charged. And, um, it's pretty much the same amount every week. It's, unless he's make changes on the insurance, um, that's what he gets.

Speaker speaker\_1: Yeah, that's, that's what I was wondering 'cause in my system it's showing that his end date was on February 9th, 2025.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And that they reassigned him March the 17th of 2025. So during that time of, you know, his separation, he shouldn't have accrued, um, any other payment authorization. He said that they took out more than what they should more than once.

Speaker speaker\_0: Um, usually it's, um, after they stop working they might get, um, from his last check, we might get one premium. But what I suggest... Have you seen his pay stub?

Speaker speaker\_1: Uh, let me pull it up. I'm right here behind you guys.

Speaker speaker\_0: Because sometimes they get confused, uh, with some tax information and they think it's insurance.

Speaker speaker\_1: Okay. Okay, it says for his vision was \$12.90.

Speaker speaker\_0: Wait, that's for... We have to charge-

Speaker speaker\_1: Yeah, the only thing he has is vision.

Speaker speaker\_0: Yeah. So in order for him to get charged every week \$14 for vision, it may be because he has his family. What's the name of the staffing agency again?

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: Let me see. I must search, sorry. 'Cause I know they get adult enrolled, but you say he only got vision.

Speaker speaker\_1: Yeah. He said he only has vision.

Speaker speaker\_0: How much would be? One second. System's kinda slow today. Okay. But if he's enrolled in vision only for employee, only they charge \$2.15. And the most that they charge is \$7.62 if he will have the family enrolled.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So \$14 every week, it doesn't add up for vision.

Speaker speaker\_1: Yeah. So this time they did, they did take out the check dated for the 4th, and that's this Friday. I see for vision, um, his total was \$12.90.

Speaker speaker\_0: Okay. Well, um, what I could suggest you to do, have him give us a call, and explain to us like this. Say, um, so we could send him an email where he will be able to follow the instruction and send a copy of the pay stub so that way we will be able to see what went on when the deduction was made.

Speaker speaker\_1: Absolutely. Thank you so much.

Speaker speaker\_0: No problem. Is there anything else I could do for you?

Speaker speaker\_1: Oh, that'll be all.

Speaker speaker\_0: All right. Thank you for giving us a call.

Speaker speaker\_1: You're welcome.