

Transcript: Pearl

Rojas-4845533500227584-4821007022374912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Uh, Alex Aguilar. And how can I assist you? Um, there's some garnishments on my check that I have no idea what it's for. I'm not... I didn't sign up for it. I think they went through automatically. I'm just trying to take them off. Okay. What's the name of the staffing agency you work for? Uh, Partners Personnel. And the last four digits of your Social? 9210. Let's see if we can verify your address and date of birth. My address, I believe, if it's still the same one, it's going to be 426 Summerrose Court, uh, Brea, California 92823. And my date of birth is 10-15-1983. All righty. And what is the city and state? What was that? Um, can you repeat the city and state? The city is, uh, Brea, California. Okay. Can I have your phone number? 714-278-2593. Yeah. That's correct. 83@outlook.com? Yes. ... order on your account, so that those plans that you're enrolled in, um, were, uh, reinstated once your deductions... once your, um, you started working for Partners again. Okay. I would like to take off all the garnishments. The only one that I don't, I don't mind... I, I already know it's the child support, but all these other, A, B, M, E, and that... All the A, B ones and the, the Medicare, like, I don't, I don't need all those. There's like one, two, three, four- So, so the Medicare is a state deduction. Um, that can't be removed. The other deductions you would have to talk to your staffing agency about. Um, the only thing that I have, um, options to change... Well, not even have the options to change. The only deductions that are through the staffing agency are the ones for, um, the healthcare. So you should have deductions saying, um, MEC Telrix. Uh, I believe the other ones say like, "IMA Dental, IMA Vision," or, um, "VIC Vision." The ones that are for medical, um, those are the ones that I cannot, that I can't take off because it's a court order. The other deductions you, you see like the Medicare one, that's a state deduction. Um, if you're seeing any other deductions apart from the staffing agency ones, you would have to talk to them and see what deductions they are and if they can be removed. What is... Uh, because you said, okay, the court orders would be the child support one and the, the Medicare tax, right? No, Medicare are court ordered, are... Give me one second here. Yeah. Because I remember I had this problem a while back and it, and it's like a really long process and a lot of phone calls. But my main concern is these big ones, like the one for 28.84, 27.27, 71.46. What's that all about? Oh, no, no, no. The child support one is 28, starting from A-B-V-I-P-S and then A-B-V-I-S-H and then all those. Like, what is that about? Okay. So I wouldn't... The ones I can tell you is the deductions for \$9.59. That's the dental that you're required to have for you and your child, well, for your child. Okay. The \$4.94 is the vision. Okay. The VIP standard for 27.27 and the MEC Telrix for 22.39. Those four deductions are court ordered, so you're not able to take those off unless that issuing court- What? Unless that issuing court sends us a letter of termination saying that you're no longer required to have those plans. So I need a, I need a

court, uh, permission for you guy- And I gotta send it to you guys? Yes. You have to have that issuing court send us a letter of termination stating that you're no longer required to have those four plans for the children. Yeah. Because they have, they have Medi-Cal. They have their own medical benefits. They don't... Because this i- This, this medical, th- Is this, like, is this part of the state? No. It's through your staffing agency. Yeah. Okay. Okay. So the court... Okay. Yeah. Because they have all their medical and everything, so it's like... Okay, so I got to go to whatever county the, the court order is from and then ask for a- Letter of termination. ... termination, letter of termination. Okay. And I just show them proof of this, what's right here, right? I'm sorry. You show them proof of what? Of, like, my pay stub, it shows all the deductions. I just show them proof of that? Like, tell them I need to take this off? Yep. Just you, just let them know that you need a letter of termination showing that you're not... No longer required to have those coverages and then have them just send it to us. Um, and then, you know, from there it'll get processed and if you, we do receive the letter of termination, it should be removed. And what's the address? Like, what... I, I have to literally send it to you or can I call it in and give you, like- Yeah. ... some kind of confirmation number? Um, so they could fax it to us. I can give you that number, um, or they could email it. However you prefer, or however they prefer. Uh, I mean, it would be faster if I fax it, no? Correct. Okay. What's, uh, what's, what's the number? 855. 855. 899- 899. 5373. 5373. So it's 855-899-5373? Yes. And once I can get that letter of termination, I can just tell them, "Can you fax it over to this number?" Yes. Just let them know to fax it over to us and then from when we receive it, usually takes about 24 to 48 hours for us to process it and then it takes one to two weeks for the deductions to stop. Okay. Good. That's what I was about to ask you. All right. Well, um, yeah, that's, that's what I wanted to know. I mean, let me see. It was just those four deductions and you said the, the bottom one that's for employee portion Medicare tax. You said that's another court order or that's by the agen- No, that's a state deduction. I believe that's a state deduction. Oh, that's that state one, because I see, I see the... I already received the child support, service fee and employee port- Okay. So it's the top, it's the top four. Okay. Okay. Well, thank you. You've been most helpful. No problem. Thank you so much for calling. You have a great day. You too. All right.

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 Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_2: Uh, Alex Aguilar.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, there's some garnishments on my check that I have no idea what it's for. I'm not... I didn't sign up for it. I think they went through automatically. I'm just trying to take them off.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 9210.

Speaker speaker_1: Let's see if we can verify your address and date of birth.

Speaker speaker_2: My address, I believe, if it's still the same one, it's going to be 426 Summerrose Court, uh, Brea, California 92823. And my date of birth is 10-15-1983.

Speaker speaker_1: All righty. And what is the city and state?

Speaker speaker_2: What was that?

Speaker speaker_1: Um, can you repeat the city and state?

Speaker speaker_2: The city is, uh, Brea, California.

Speaker speaker_1: Okay. Can I have your phone number? 714-278-2593.

Speaker speaker_2: Yeah. That's correct.

Speaker speaker_1: 83@outlook.com?

Speaker speaker_2: Yes.

Speaker speaker_1: ... order on your account, so that those plans that you're enrolled in, um, were, uh, reinstated once your deductions... once your, um, you started working for Partners again.

Speaker speaker_2: Okay. I would like to take off all the garnishments. The only one that I don't, I don't mind... I, I already know it's the child support, but all these other, A, B, M, E, and that... All the A, B ones and the, the Medicare, like, I don't, I don't need all those. There's like one, two, three, four-

Speaker speaker_1: So, so the Medicare is a state deduction. Um, that can't be removed. The other deductions you would have to talk to your staffing agency about. Um, the only thing that I have, um, options to change... Well, not even have the options to change. The only deductions that are through the staffing agency are the ones for, um, the healthcare. So you should have deductions saying, um, MEC Telrix. Uh, I believe the other ones say like, "IMA Dental, IMA Vision," or, um, "VIC Vision." The ones that are for medical, um, those are the ones that I cannot, that I can't take off because it's a court order. The other deductions you, you see like the Medicare one, that's a state deduction. Um, if you're seeing any other deductions apart from the staffing agency ones, you would have to talk to them and see what deductions they are and if they can be removed.

Speaker speaker_2: What is... Uh, because you said, okay, the court orders would be the child support one and the, the Medicare tax, right?

Speaker speaker_1: No, Medicare are court ordered, are... Give me one second here.

Speaker speaker_2: Yeah. Because I remember I had this problem a while back and it, and it's like a really long process and a lot of phone calls. But my main concern is these big ones, like the one for 28.84, 27.27, 71.46. What's that all about? Oh, no, no, no. The child support one is 28, starting from A-B-V-I-P-S and then A-B-V-I-S-H and then all those. Like, what is that about?

Speaker speaker_1: Okay. So I wouldn't... The ones I can tell you is the deductions for \$9.59. That's the dental that you're required to have for you and your chil- well, for your child.

Speaker speaker_2: Okay.

Speaker speaker_1: The \$4.94 is the vision.

Speaker speaker_2: Okay.

Speaker speaker_1: The VIP standard for 27.27 and the MEC Telrix for 22.39. Those four deductions are court ordered, so you're not able to take those off unless that issuing court-

Speaker speaker_2: What?

Speaker speaker_1: Unless that issuing court sends us a letter of termination saying that you're no longer required to have those plans.

Speaker speaker_2: So I need a, I need a court, uh, permission for you guy- And I gotta send it to you guys?

Speaker speaker_1: Yes. You have to have that issuing court send us a letter of termination stating that you're no longer required to have those four plans for the children.

Speaker speaker_2: Yeah. Because they have, they have Medi-Cal. They have their own medical benefits. They don't... Because this i- This, this medical, th- Is this, like, is this part of the state?

Speaker speaker_1: No. It's through your staffing agency.

Speaker speaker_2: Yeah. Okay. Okay. So the court... Okay. Yeah. Because they have all their medical and everything, so it's like... Okay, so I got to go to whatever county the, the court order is from and then ask for a-

Speaker speaker_1: Letter of termination.

Speaker speaker_2: ... termination, letter of termination. Okay. And I just show them proof of this, what's right here, right?

Speaker speaker_1: I'm sorry. You show them proof of what?

Speaker speaker_2: Of, like, my pay stub, it shows all the deductions. I just show them proof of that? Like, tell them I need to take this off?

Speaker speaker_1: Yep. Just you, just let them know that you need a letter of termination showing that you're not... No longer required to have those coverages and then have them just send it to us. Um, and then, you know, from there it'll get processed and if you, we do

receive the letter of termination, it should be removed.

Speaker speaker_2: And what's the address? Like, what... I, I have to literally send it to you or can I call it in and give you, like-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... some kind of confirmation number?

Speaker speaker_1: Um, so they could fax it to us. I can give you that number, um, or they could email it. However you prefer, or however they prefer.

Speaker speaker_2: Uh, I mean, it would be faster if I fax it, no?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. What's, uh, what's, what's the number?

Speaker speaker_1: 855.

Speaker speaker_2: 855.

Speaker speaker_1: 899-

Speaker speaker_2: 899.

Speaker speaker_1: 5373.

Speaker speaker_2: 5373. So it's 855-899-5373?

Speaker speaker_1: Yes.

Speaker speaker_2: And once I can get that letter of termination, I can just tell them, "Can you fax it over to this number?"

Speaker speaker_1: Yes. Just let them know to fax it over to us and then from when we receive it, usually takes about 24 to 48 hours for us to process it and then it takes one to two weeks for the deductions to stop.

Speaker speaker_2: Okay. Good. That's what I was about to ask you. All right. Well, um, yeah, that's, that's what I wanted to know. I mean, let me see. It was just those four deductions and you said the, the bottom one that's for employee portion Medicare tax. You said that's another court order or that's by the agen-

Speaker speaker_1: No, that's a state deduction. I believe that's a state deduction.

Speaker speaker_2: Oh, that's that state one, because I see, I see the... I already received the child support, service fee and employee port- Okay. So it's the top, it's the top four. Okay. Okay. Well, thank you. You've been most helpful.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: All right.