

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits speaking with? Speaking to Ellen Williams. And how can I assist you, Miss Williams? Yes, ma'am. I'm calling in because I was told by the staffing agency that I needed to reach out to you guys. So when I first started working for this staffing agency, um, back in December, um, I was told that if I didn't want benefits once I received my first paycheck to give you guys a call to decline the benefits, which is what I did. I called in, I spoke to a representative. It was a gentleman. I told him that I did not want the benefits. He asked me my information, and he said that he had, uh, canceled the benefits or whatever. I asked him was there anything else I needed to do. He said no. However, when I got my last paycheck on the assignment that I was on, I noticed where you guys charged me for benefits that I don't have and that I did not want. Okay. What's the name of the staffing agency you work for? Carlton Staffing. And the last four digits of your social? 2703. All right. And you need to confirm your address and date of birth. 3526 George Washington Way, Missouri City, Texas 77459-11686. Okay. And I have your phone number as 281-245-5026? Correct. And I have your email address as ellen.williams86@yahoo.com? That is correct. All righty. She had coverage. No, I should not have had coverage, because I called in when I got... Bec- Like as soon as I got my paycheck, the very first one, I called in and I told the representative to cancel the coverage. And then when I got my next paycheck, I saw where they charged me for benefits, but I didn't sign up for that. I didn't want that, and I told them that. So I don't know why they still charged me for that. Okay. Give me one moment, we're just in a brief hold. Yes, ma'am. Thank you so much for holding, Miss Williams. So I did in fact clear out what was going on here. So with Carlton Staffing, their auto enrollment process begins the day after your first paycheck, which we have registered as the 20th of December, and you didn't call in until the 23rd to decline the coverage. So by that point they had already started the auto-enrollment process. Um, they did do that one deduction, but after that it was canceled, um, so you shouldn't see... You shouldn't see any more deductions at... If, if so, you may see one or two, but you shouldn't see any more. No, I shouldn't see any. Let me check something right quick, ma'am. Because the 23rd... When was the 23rd? 'Cause that's not true. I didn't call in on the 23rd. Let me look at this. The 23rd was, um, Monday, about two weeks ago. Okay, but I received my paycheck on Friday. That's Wednesday. The weekend is Saturday and Sunday. I called first thing Monday morning, so how was I enrolled in something if I called? I received my check on Friday. I was at work up until 5:00 PM, so you guys are closed, and then first thing Monday morning, I called in and canceled it. So how was I automatically enrolled in something? Okay, so first, we don't close until 8:00 PM Eastern Standard Time. Um, and then the, uh, auto-enrollment happens the day after. So for your- But how does it happen on the weekend? Uh, I'm not sure. You would have to speak to Carlton about that. We

just know that it's the day after your first paycheck, which was the 20th, and you didn't call in until the 23rd. That's why you were enrolled, and then the cash function wasn't I was enrolled. But you- How was I enrolled if I... My check- But it- It's- When did coverage start for me then, 'cause I wasn't enrolled, ma'am. I didn't get enrolled- You have- ... in something else. Yeah, Carlton- You have coverage until the 5th of... Well, you had coverage from the 30th to the 5th of the... Of January. The 30th of December to the 5th of January, um, you did have active coverage. You no longer have active coverage, but it's an auto-enrollment that Carlton has, and it takes effect the date after your first paycheck. Yeah, that just doesn't even sound right to me because that was the weekend and I know nothing happens on the weekend, and if I called in the very... On Monday, after I, I received my check on Friday and I called in on Monday, the gentleman didn't say anything. He said everything was taken care of. I was not enrolled in anything, and I should be fine, and now I'm being told two different things saying that, "Oh, I was enrolled in coverage and that's why." That's fine. It's no problem. It's, it's no problem. Have a great day, ma'am, 'cause I don't even wanna get upset behind this, 'cause I... It's okay. Have a good day, ma'am. Thank you so much. You as well. Have a good day. Okay. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits speaking with?

Speaker speaker_2: Speaking to Ellen Williams.

Speaker speaker_1: And how can I assist you, Miss Williams?

Speaker speaker_2: Yes, ma'am. I'm calling in because I was told by the staffing agency that I needed to reach out to you guys. So when I first started working for this staffing agency, um, back in December, um, I was told that if I didn't want benefits once I received my first paycheck to give you guys a call to decline the benefits, which is what I did. I called in, I spoke to a representative. It was a gentleman. I told him that I did not want the benefits. He asked me my information, and he said that he had, uh, canceled the benefits or whatever. I asked him was there anything else I needed to do. He said no. However, when I got my last paycheck on the assignment that I was on, I noticed where you guys charged me for benefits that I don't have and that I did not want.

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

Speaker speaker_2: Carlton Staffing.

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

Speaker speaker_2: 2703.

Speaker speaker_1: All right. And you need to confirm your address and date of birth.

Speaker speaker_2: 3526 George Washington Way, Missouri City, Texas 77459-11686.

Speaker speaker_1: Okay. And I have your phone number as 281-245-5026?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as ellen.williams86@yahoo.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: All righty. She had coverage.

Speaker speaker_2: No, I should not have had coverage, because I called in when I got... Bec- Like as soon as I got my paycheck, the very first one, I called in and I told the representative to cancel the coverage. And then when I got my next paycheck, I saw where they charged me for benefits, but I didn't sign up for that. I didn't want that, and I told them that. So I don't know why they still charged me for that.

Speaker speaker_0: Okay. Give me one moment, we're just in a brief hold.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you so much for holding, Miss Williams. So I did in fact clear out what was going on here. So with Carlton Staffing, their auto enrollment process begins the day after your first paycheck, which we have registered as the 20th of December, and you didn't call in until the 23rd to decline the coverage. So by that point they had already started the auto-enrollment process. Um, they did do that one deduction, but after that it was canceled, um, so you shouldn't see... You shouldn't see any more deductions at... If, if so, you may see one or two, but you shouldn't see any more.

Speaker speaker_2: No, I shouldn't see any. Let me check something right quick, ma'am. Because the 23rd... When was the 23rd? 'Cause that's not true. I didn't call in on the 23rd. Let me look at this.

Speaker speaker_1: The 23rd was, um, Monday, about two weeks ago.

Speaker speaker_2: Okay, but I received my paycheck on Friday.

Speaker speaker_1: That's Wednesday.

Speaker speaker_2: The weekend is Saturday and Sunday. I called first thing Monday morning, so how was I enrolled in something if I called? I received my check on Friday. I was at work up until 5:00 PM, so you guys are closed, and then first thing Monday morning, I called in and canceled it. So how was I automatically enrolled in something?

Speaker speaker_1: Okay, so first, we don't close until 8:00 PM Eastern Standard Time. Um, and then the, uh, auto-enrollment happens the day after. So for your-

Speaker speaker_2: But how does it happen on the weekend?

Speaker speaker_1: Uh, I'm not sure. You would have to speak to Carlton about that. We just know that it's the day after your first paycheck, which was the 20th, and you didn't call in until the 23rd. That's why you were enrolled, and then the cash function wasn't

Speaker speaker_3: I was enrolled.

Speaker speaker_2: But you-

Speaker speaker_1: How was I enrolled if I... My check-

Speaker speaker_2: But it-

Speaker speaker_1: It's-

Speaker speaker_2: When did coverage start for me then, 'cause I wasn't enrolled, ma'am. I didn't get enrolled-

Speaker speaker_1: You have-

Speaker speaker_2: ... in something else.

Speaker speaker_4: Yeah, Carlton-

Speaker speaker_1: You have coverage until the 5th of... Well, you had coverage from the 30th to the 5th of the... Of January. The 30th of December to the 5th of January, um, you did have active coverage. You no longer have active coverage, but it's an auto-enrollment that Carlton has, and it takes effect the date after your first paycheck.

Speaker speaker_2: Yeah, that just doesn't even sound right to me because that was the weekend and I know nothing happens on the weekend, and if I called in the very... On Monday, after I, I received my check on Friday and I called in on Monday, the gentleman didn't say anything. He said everything was taken care of. I was not enrolled in anything, and I should be fine, and now I'm being told two different things saying that, "Oh, I was enrolled in coverage and that's why." That's fine. It's no problem. It's, it's no problem. Have a great day, ma'am, 'cause I don't even wanna get upset behind this, 'cause I... It's okay. Have a good day, ma'am. Thank you so much.

Speaker speaker_1: You as well. Have a good day.

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_4: Bye.