

Transcript: Pearl

Rojas-5230199747952640-5957031073988608

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? Uh, Jay Geary. And how can I assist you? Uh, what was that? How can I assist you? Uh, I wanted to opt out of, uh, benefits. Okay. What's- To, uh, Amer- ... the name of the staff agency you work for? American Staffing. And the last four digits of your Social? 7849. All right. And if you can confirm your address and data first. Uh, 71463, uh, 33... man, hold on here. I'll have to grab my... 33520 East 656 Road, Choteau, Oklahoma, 74337. Okay. Now, your phone number is 507-319-0698? That's correct. Can I have your email address as your last name, your first name 174 at gmail.com? Uh, what was that? Your email address is- I couldn't h- ... your last name, your first name 174- Yes. ... @gmail.com? Okay. Yes. So, your, your auto-enrollment has been sent, so I can go ahead and cancel that for you. But because it has already been- Okay. ... sent through, you may see one or two deductions. But if anything, at most, it'd be two. Okay. Uh, yeah. Cancel it out. But it... they told me that it had to be after the first pay date and then within 30 days, so, uh- Yes. So, within 30 days of receiving your first paycheck. Um, give, hmm. Yeah. I haven't had... S- so, that, that's all within the time perimeters of what they stated to me, so I don't know why they would charge me. I'm not sure. Give me one second. Let me confirm that, because it's, yeah, it's still in those 30 days. Um, I know some agencies do it right after the first paycheck, but I don't believe American Staff's one. Give me one moment. Okay. Thank you so much for holding, Mr. Geary. So- Uh-huh. Um, so yes, actually, American Staff Corp is one of the companies that does it the day after the first paycheck. I'm not sure why they- Mm-hmm. ... said, um, 30 days. Yeah. They give you 30 days to make changes and enroll. Um, well, make changes, but the day after that first paycheck, they enroll you if you don't decline. Ah, 'cause, uh, they went to do the direct deposit, and they messed up on my account number, uh, so it didn't get put in there right away, and they had to send it to the bank and have it done manually. Hmm. And so, my first pay date wasn't even the first pay date. So, at that point, it's like, you know, I got the little piece of paper that says, "Hey, after the first pay date, you got 30 days in order to cancel out." And, uh, I don't know, you know? At that point, I don't really want to pay for somebody else's mistake, so. Yeah, I definitely understand. Um, but yeah, American Staff Corp is one of those that does it the day after. Um, but I did get it canceled. It doesn't... we haven't... we didn't receive a deduction yet. Uh, if, if... we have marked that your coverage would have been starting next week so that this week would have- has seen a deduction. But we haven't received one. Um, it could come later this week, at the end of the week, um, but I wouldn't be able to say until we receive it. And if anything- Yeah. ... because we processed that cancellation, there'll be, at most, two. And it's possible it could be just one, but it just depends on payroll. All right. Thank you so much- Okay. ... for calling. You have a good day. Yeah. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: Uh, Jay Geary.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, what was that?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Uh, I wanted to opt out of, uh, benefits.

Speaker speaker_0: Okay. What's-

Speaker speaker_1: To, uh, Amer-

Speaker speaker_0: ... the name of the staff agency you work for?

Speaker speaker_1: American Staffing.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 7849.

Speaker speaker_0: All right. And if you can confirm your address and data first.

Speaker speaker_1: Uh, 71463, uh, 33... man, hold on here. I'll have to grab my... 33520 East 656 Road, Choteau, Oklahoma, 74337.

Speaker speaker_0: Okay. Now, your phone number is 507-319-0698?

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email address as your last name, your first name 174 at gmail.com?

Speaker speaker_1: Uh, what was that?

Speaker speaker_0: Your email address is-

Speaker speaker_1: I couldn't h-

Speaker speaker_0: ... your last name, your first name 174-

Speaker speaker_1: Yes.

Speaker speaker_0: ... @gmail.com? Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: So, your, your auto-enrollment has been sent, so I can go ahead and cancel that for you. But because it has already been-

Speaker speaker_1: Okay.

Speaker speaker_0: ... sent through, you may see one or two deductions. But if anything, at most, it'd be two.

Speaker speaker_1: Okay. Uh, yeah. Cancel it out. But it... they told me that it had to be after the first pay date and then within 30 days, so, uh-

Speaker speaker_0: Yes. So, within 30 days of receiving your first paycheck. Um, give, hmm.

Speaker speaker_1: Yeah.

Speaker speaker_0: I haven't had...

Speaker speaker_1: S- so, that, that's all within the time perimeters of what they stated to me, so I don't know why they would charge me.

Speaker speaker_0: I'm not sure. Give me one second. Let me confirm that, because it's, yeah, it's still in those 30 days. Um, I know some agencies do it right after the first paycheck, but I don't believe American Staff's one. Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding, Mr. Geary. So-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, so yes, actually, American Staff Corp is one of the companies that does it the day after the first paycheck. I'm not sure why they-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... said, um, 30 days.

Speaker speaker_1: Yeah.

Speaker speaker_0: They give you 30 days to make changes and enroll. Um, well, make changes, but the day after that first paycheck, they enroll you if you don't decline.

Speaker speaker_1: Ah, 'cause, uh, they went to do the direct deposit, and they messed up on my account number, uh, so it didn't get put in there right away, and they had to send it to the bank and have it done manually.

Speaker speaker_0: Hmm.

Speaker speaker_1: And so, my first pay date wasn't even the first pay date. So, at that point, it's like, you know, I got the little piece of paper that says, "Hey, after the first pay date, you got 30 days in order to cancel out." And, uh, I don't know, you know? At that point, I don't really want to pay for somebody else's mistake, so.

Speaker speaker_0: Yeah, I definitely understand. Um, but yeah, American Staff Corp is one of those that does it the day after. Um, but I did get it canceled. It doesn't... we haven't... we didn't receive a deduction yet. Uh, if, if... we have marked that your coverage would have been starting next week so that this week would have- has seen a deduction. But we haven't received one. Um, it could come later this week, at the end of the week, um, but I wouldn't be able to say until we receive it. And if anything-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... because we processed that cancellation, there'll be, at most, two. And it's possible it could be just one, but it just depends on payroll.

Speaker speaker_1: All right.

Speaker speaker_0: Thank you so much-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for calling. You have a good day.

Speaker speaker_1: Yeah. Bye.