

Transcript: Pearl

Rojas-5450437354110976-5885339484602368

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I use speaking with? Repeat that one more time. I'm sorry. Thank you for calling Benefits in a Card. My name is Pearl. Who can I use speaking with? Um, I was calling to s- have a question about, um, the Benefits in a Card, how like they took money out of my paycheck, but I have no idea where it's going. Okay. Do you work for... So you work for a staffing agency? Yeah. I worked for... Worked through TRC, so hired by a TRC company. All righty. Give me one moment. TRC. Okay, and what are the last four digits of your Social? Um, that's 3770. And your name? Sosok Altahi. Okay. And what is your date of birth? Um, 03-27-06. And your address? 10515 Flagler Way, Lancel, GA 4044. And what's the state? What was that? The state. Georgia. I need to have your phone number as 7... uh, as 470-989-1493? Correct. Can I have your email address as your first name, your last name, 2006 at gmail.com? Correct. Yep. Okay. So let me take a look here. You are enrolled in dental, vision and medical. Um, I actually have that you signed up for this coverage yourself back in December. Um, and then it looks like you went in and looked at your information, again, right on March. Let me see when you've had coverage since. Y- yes. So you, you enrolled in coverage, uh, through the online portal at the end of December. Mm-hmm. And deductions... The- then the deductions usually take one to two weeks to process, but it looks like yours took a little longer, but you did become active at the end of January. Okay. Um... What happens if like, um... I'm no longer, like, working there, working for that company? And, uh, I kept getting emails asking to activate it, but I, I went to... I went and go back... I went to go back and, like, cancel or whatever it was, like back in the portal, like multiple times, and they didn't let me. Um, because I only have that you accessed your account back in December when you enrolled, and then just recently on the 3rd and the 4th. Um, I'm not sure why it wouldn't let you cancel, because there is no restrictions for, for TRC as far as cancellations, but if you'd like I can cancel it for you. Or if you're no longer- Mm-hmm. ... working with them after four missed deductions, it'll essentially cancel itself out. Okay. Um, is there any way where like I'd be able to get that money back? Because I never activated the account as much as the emails were telling me to activate it. No, ma'am. Since you did go in and process that enrollment yourself, um, the... As far as the emails that you got saying to activate it, I'm pretty sure... Give me one moment. Yeah. So that was for the virtual, the virtual portion of the plan you chose. It wasn't for the coverage altogether. Your coverage did become active at the end of January. And because you did authorize it, you went in and, and enrolled yourself, there's no way to get a refund for that money. Okay. that's what I was wondering. Thank you. No problem. So y- um, do you no longer working with them, you just want to leave it as is, or are you working with them and want to cancel? Um, I'm no longer working with them, no more. So... 'Cause you said it automatically, like, just stops, right? Yeah. It'll cancel out once there's four missed deductions.

Okay. Um, that's what I was wondering. Okay. Um, will it be deducting from this paycheck coming up as well, or no? It should. It takes... Um, if you don't cancel it... Uh, re- either way it takes one to two weeks to process, so say this is your last paycheck, it'll still deduct from this paycheck. If you have- Okay. ... more than one, it'll... it can possibly be two more. Okay. Gotcha. That's all I was wondering. Thank you so much. No problem. So you've gone through the process of it. You have a good day. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I use speaking with?

Speaker speaker_1: Repeat that one more time. I'm sorry.

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Pearl. Who can I use speaking with?

Speaker speaker_1: Um, I was calling to s- have a question about, um, the Benefits in a Card, how like they took money out of my paycheck, but I have no idea where it's going.

Speaker speaker_0: Okay. Do you work for... So you work for a staffing agency?

Speaker speaker_1: Yeah. I worked for... Worked through TRC, so hired by a TRC company.

Speaker speaker_0: All righty. Give me one moment. TRC. Okay, and what are the last four digits of your Social?

Speaker speaker_1: Um, that's 3770.

Speaker speaker_0: And your name?

Speaker speaker_1: Sosok Altahi.

Speaker speaker_0: Okay. And what is your date of birth?

Speaker speaker_1: Um, 03-27-06.

Speaker speaker_0: And your address?

Speaker speaker_1: 10515 Flagler Way, Lancel, GA 4044.

Speaker speaker_0: And what's the state?

Speaker speaker_1: What was that?

Speaker speaker_0: The state.

Speaker speaker_1: Georgia.

Speaker speaker_0: I need to have your phone number as 7... uh, as 470-989-1493?

Speaker speaker_1: Correct.

Speaker speaker_0: Can I have your email address as your first name, your last name, 2006 at gmail.com?

Speaker speaker_1: Correct. Yep.

Speaker speaker_0: Okay. So let me take a look here. You are enrolled in dental, vision and medical. Um, I actually have that you signed up for this coverage yourself back in December. Um, and then it looks like you went in and looked at your information, again, right on March. Let me see when you've had coverage since. Y- yes. So you, you enrolled in coverage, uh, through the online portal at the end of December.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And deductions... The- then the deductions usually take one to two weeks to process, but it looks like yours took a little longer, but you did become active at the end of January.

Speaker speaker_1: Okay. Um... What happens if like, um... I'm no longer, like, working there, working for that company? And, uh, I kept getting emails asking to activate it, but I, I went to... I went and go back... I went to go back and, like, cancel or whatever it was, like back in the portal, like multiple times, and they didn't let me.

Speaker speaker_0: Um, because I only have that you accessed your account back in December when you enrolled, and then just recently on the 3rd and the 4th. Um, I'm not sure why it wouldn't let you cancel, because there is no restrictions for, for TRC as far as cancellations, but if you'd like I can cancel it for you. Or if you're no longer-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... working with them after four missed deductions, it'll essentially cancel itself out.

Speaker speaker_1: Okay. Um, is there any way where like I'd be able to get that money back? Because I never activated the account as much as the emails were telling me to activate it.

Speaker speaker_0: No, ma'am. Since you did go in and process that enrollment yourself, um, the... As far as the emails that you got saying to activate it, I'm pretty sure... Give me one moment. Yeah. So that was for the virtual, the virtual portion of the plan you chose. It wasn't for the coverage altogether. Your coverage did become active at the end of January. And because you did authorize it, you went in and, and enrolled yourself, there's no way to get a refund for that money.

Speaker speaker_1: Okay. that's what I was wondering. Thank you.

Speaker speaker_0: No problem. So y- um, do you no longer working with them, you just want to leave it as is, or are you working with them and want to cancel?

Speaker speaker_1: Um, I'm no longer working with them, no more. So... 'Cause you said it automatically, like, just stops, right?

Speaker speaker_0: Yeah. It'll cancel out once there's four missed deductions.

Speaker speaker_1: Okay. Um, that's what I was wondering.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, will it be deducting from this paycheck coming up as well, or no?

Speaker speaker_0: It should. It takes... Um, if you don't cancel it... Uh, re- either way it takes one to two weeks to process, so say this is your last paycheck, it'll still deduct from this paycheck. If you have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... more than one, it'll... it can possibly be two more.

Speaker speaker_1: Okay. Gotcha. That's all I was wondering. Thank you so much.

Speaker speaker_0: No problem. So you've gone through the process of it.

Speaker speaker_1: You have a good day. Bye-bye.