

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits CenterCard. My name is Pearl. Who can I help or just speaking with? Uh, my name is Kenyatta McKeever. And how can I assist you? Um, I see you guys are taking money out of my check and I'm trying to figure out why, because I did not app- uh, apply for y'all. Okay. What's the name of the staffing agency you work for? Uh, Surge Staffing. And the last four digits of your social? 5764. Yeah, there's, there's got to be some kind of mistake. Can you bear with me one moment? And you said 5764? 5764, yes, ma'am. Oh, can you bear with me one moment? And if you can verify your address and date of birth. 122 ... Drive, Lagrange, Georgia, zip code 30241, 031791. Can I have your phone number at 706-881-4146? Can you say that again? I'm sorry. 706-881-4146. Hello? Hello? What? Can you hear me? Yeah, I can hear you now. Uh, what, what are you calling out? Your phone number. No, uh, this the number that I'm calling from? It said 706-881-4146. This the number that I'm calling from. I'm sorry, what was that? Yes, ma'am, the n- the number that I'm calling from. Okay. So which one is your phone number? The phone number we have on file or the one you're calling from? 'Cause there's two different numbers. I mean, what number you got on file, ma'am, 'cause you, you calling out a number. That's what I'm telling, that's what I'm calling out, the number we have on file, 706-881- Oh, no, no. Uh, no. I don't know nothing about that number. That's not my number. Okay. What is your phone number? Confirm your phone number for me. 706-407-9384. All righty. And I have your email address as your last name. Uh, scared@gmail.com? Uh, cares, mckeevercares@gmail.com. Okay, so it's your last name without an... Okay, 'cause we have an S at the end. So just your last name, cares@gmail.com? Hello? Yes. Okay. So taking a look at your account, you're not enrolled in coverage and we haven't received any deductions. Well, this, that means that I'm messed up. I'm sorry, you're breaking up really bad. What was that? Uh, that's what it shows on my stuff. Okay. What does it say ... Uh, let me pull it up. Let me see. Oh, yeah. Um, employee portion Medicare tax. Okay. So that's a deduction from the state. That's not the coverage through your staffing agency. That's a deduction for where? The state. It, it says, you said it says employee portion Medicare. Right. That's a deduction from the state. It's not from your staffing agency. Why would the state be taking Medicare tax? Medicare is a, a coverage through the state for, from what I'm aware. You can ask your staffing agency to confirm, um, but it's not a deduction that they provide from the staffing agency. When you... Surge does have an auto enrollment program, but that program, it will say, um, MEC, TeleR1 checks up. What is the amount for that deduction that you're seeing there? Um, for 643? Yep. The, the auto enrollment program that they have, the, the amount is, um, \$15.16, I believe. But you're not enrolled in any plan, not even the auto enrollment pra-plan. So, that would be a, um, a state deduction, if anything. Okay, thank you. Sorry for that ... No problem. Would you like me to, to decline the auto enrollment just in case you, you're not,

um, you won't be auto enrolled anyways because you have worked for them previously, but, I mean, just to be on the, on the safe side? Yes, please. All righty. Well, I went ahead and got you opted out. Thank you so much for calling. You have a great day. You as well.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits CenterCard. My name is Pearl. Who can I help or just speaking with?

Speaker speaker_1: Uh, my name is Kenyatta McKeever.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I see you guys are taking money out of my check and I'm trying to figure out why, because I did not app- uh, apply for y'all.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

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

Speaker speaker_1: 5764. Yeah, there's, there's got to be some kind of mistake.

Speaker speaker_0: Can you bear with me one moment? And you said 5764?

Speaker speaker_1: 5764, yes, ma'am.

Speaker speaker_0: Oh, can you bear with me one moment? And if you can verify your address and date of birth.

Speaker speaker_1: 122 ... Drive, Lagrange, Georgia, zip code 30241, 031791.

Speaker speaker_0: Can I have your phone number at 706-881-4146?

Speaker speaker_1: Can you say that again? I'm sorry.

Speaker speaker_0: 706-881-4146.

Speaker speaker_1: Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: What?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yeah, I can hear you now. Uh, what, what are you calling out?

Speaker speaker_0: Your phone number.

Speaker speaker_1: No, uh, this the number that I'm calling from?

Speaker speaker_0: It said 706-881-4146.

Speaker speaker_1: This the number that I'm calling from.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Yes, ma'am, the n- the number that I'm calling from.

Speaker speaker_0: Okay. So which one is your phone number? The phone number we have on file or the one you're calling from? 'Cause there's two different numbers.

Speaker speaker_1: I mean, what number you got on file, ma'am, 'cause you, you calling out a number.

Speaker speaker_0: That's what I'm telling, that's what I'm calling out, the number we have on file, 706-881-

Speaker speaker_2: Oh, no, no. Uh, no. I don't know nothing about that number. That's not my number.

Speaker speaker_0: Okay. What is your phone number? Confirm your phone number for me.

Speaker speaker_1: 706-407-9384.

Speaker speaker_0: All righty. And I have your email address as your last name. Uh, scared@gmail.com?

Speaker speaker_1: Uh, cares, mckeevercares@gmail.com.

Speaker speaker_0: Okay, so it's your last name without an... Okay, 'cause we have an S at the end. So just your last name, cares@gmail.com? Hello?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So taking a look at your account, you're not enrolled in coverage and we haven't received any deductions.

Speaker speaker_1: Well, this, that means that I'm messed up.

Speaker speaker_0: I'm sorry, you're breaking up really bad. What was that?

Speaker speaker_1: Uh, that's what it shows on my stuff.

Speaker speaker_0: Okay. What does it say ...

Speaker speaker_1: Uh, let me pull it up. Let me see.

Speaker speaker_3: Oh, yeah. Um, employee portion Medicare tax.

Speaker speaker_0: Okay. So that's a deduction from the state. That's not the coverage through your staffing agency.

Speaker speaker_1: That's a deduction for where?

Speaker speaker_0: The state. It, it says, you said it says employee portion Medicare.

Speaker speaker_1: Right.

Speaker speaker_0: That's a deduction from the state. It's not from your staffing agency.

Speaker speaker_1: Why would the state be taking Medicare tax?

Speaker speaker_0: Medicare is a, a coverage through the state for, from what I'm aware. You can ask your staffing agency to confirm, um, but it's not a deduction that they provide from the staffing agency. When you... Surge does have an auto enrollment program, but that program, it will say, um, MEC, TeleR1 checks up. What is the amount for that deduction that you're seeing there?

Speaker speaker_1: Um, for 643?

Speaker speaker_0: Yep. The, the auto enrollment program that they have, the, the amount is, um, \$15.16, I believe. But you're not enrolled in any plan, not even the auto enrollment plan. So, that would be a, um, a state deduction, if anything.

Speaker speaker_1: Okay, thank you. Sorry for that ...

Speaker speaker_0: No problem. Would you like me to, to decline the auto enrollment just in case you, you're not, um, you won't be auto enrolled anyways because you have worked for them previously, but, I mean, just to be on the, on the safe side?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All righty. Well, I went ahead and got you opted out. Thank you so much for calling. You have a great day.

Speaker speaker_1: You as well.