

## Transcript: Pearl

**Rojas-5833325892550656-5441203397935104**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Carol Collins. And how can I assist you? Yes, ma'am. Um, I had wanted to get Benefits Card, right, for the insurance, but it's not an insurance card. It's definitely what it claims to be. So y'all had taken out, um, I don't remember how much it was that was, um... Hold on, I'm sorry. Thought I wrote it all down in a proper order, but I didn't. Anyway, two different transactions. Uh, altogether it's \$97. And that took out too another payment even after I had cor- canceled it, wanting to have the insur- the benefit program or whatever it is. It's not an insurance. Can you help me with this? Okay, so you're saying that you canceled the coverage and you still received deductions after that? Yes. I told them I didn't want them and I wanted my money back because after I got to looking, calling my dentist and called around, it wasn't an insurance thing. It's just a... I don't know what you would call it. I forgot how they explained it now. This has been... Go ahead, I'm sorry. I didn't mean to interrupt you. No, no. You're fine. Go ahead. I was just gonna to say, um, so as... When you call and cancel, it takes one to two weeks to process, so you, you are going to see one or two more deductions, but at most you should only see two. Right. But this has been... I mean, yeah. But I don't... I had the dates written down. I thought..... What's the name of the staffing agency you work for? Hmm? What's the name of the staffing agency- Who I... ... you work for? I don't work for a staffing agency. This is for insurance benefits, right? Yes. We take care of healthcare benefits for staffing agencies, temporary, immediate- No, they didn't do... This is, uh, I says benefits. That's all it has on my insurance c- on the card. They took it out of my, uh, sorry, my Chime card. No, my Capital One. They took it off my Capital One. Mm-hmm. Okay, so I'm not sure how that would happen if we work with staffing agencies and the deductions are made straight from payroll. I don't know. I'll go back in and see if they can give me a phone number to call, is what I'll do. Yes, ma'am. But when I look it up, this is the number that it gave me. I'm sorry if that was wrong and I bothered you, but let me see what I can get done. Thank you. No problem. You have a great day. You too.

### 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 in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Carol Collins.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Yes, ma'am. Um, I had wanted to get Benefits Card, right, for the insurance, but it's not an insurance card. It's definitely what it claims to be. So y'all had taken out, um, I don't remember how much it was that was, um... Hold on, I'm sorry. Thought I wrote it all down in a proper order, but I didn't. Anyway, two different transactions. Uh, altogether it's \$97. And that took out too another payment even after I had cor- canceled it, wanting to have the insur- the benefit program or whatever it is. It's not an insurance. Can you help me with this?

Speaker speaker\_1: Okay, so you're saying that you canceled the coverage and you still received deductions after that?

Speaker speaker\_2: Yes. I told them I didn't want them and I wanted my money back because after I got to looking, calling my dentist and called around, it wasn't an insurance thing. It's just a... I don't know what you would call it. I forgot how they explained it now. This has been... Go ahead, I'm sorry. I didn't mean to interrupt you.

Speaker speaker\_1: No, no. You're fine.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: I was just gonna to say, um, so as... When you call and cancel, it takes one to two weeks to process, so you, you are going to see one or two more deductions, but at most you should only see two.

Speaker speaker\_2: Right. But this has been... I mean, yeah. But I don't... I had the dates written down. I thought.....

Speaker speaker\_1: What's the name of the staffing agency you work for?

Speaker speaker\_2: Hmm?

Speaker speaker\_1: What's the name of the staffing agency-

Speaker speaker\_2: Who I...

Speaker speaker\_1: ... you work for?

Speaker speaker\_2: I don't work for a staffing agency. This is for insurance benefits, right?

Speaker speaker\_1: Yes. We take care of healthcare benefits for staffing agencies, temporary, immediate-

Speaker speaker\_2: No, they didn't do... This is, uh, I says benefits. That's all it has on my insurance c- on the card. They took it out of my, uh, sorry, my Chime card. No, my Capital One. They took it off my Capital One.

Speaker speaker\_1: Mm-hmm. Okay, so I'm not sure how that would happen if we work with staffing agencies and the deductions are made straight from payroll.

Speaker speaker\_2: I don't know. I'll go back in and see if they can give me a phone number to call, is what I'll do.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: But when I look it up, this is the number that it gave me. I'm sorry if that was wrong and I bothered you, but let me see what I can get done. Thank you.

Speaker speaker\_1: No problem. You have a great day.

Speaker speaker\_2: You too.