

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl who am I speaking with? Nathan McFarland. And how can I assist you? They got me on, uh, y'all insurance, and I didn't ask for insurance. Y'all taking money out my check without me knowing it. What's the name of the staffing agency you work for? I didn't ask- I- Yes, I have my own insurance, uh, Crown Staffing. And the last four digits of your social? Uh, let me get... go in my pocket. 8848. I need you to confirm your address and date of birth. My address is 1939 Hewitt Avenue, Cincinnati, Ohio 45207. My date of birth is 072264. All righty. And I have your phone number as 513-680-7308? Yes, ma'am. And I have your email address as your last name, your first name, 87 at gmail.com? Yes, ma'am. All righty. So yes, Crown does have an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline or pick plans you like, you're automatically enrolled in a, um, in a plan that they deduct from your check. Your... Looks like we... Your enrollment was sent. We haven't received a deduction, but it was sent. I can go ahead and cancel that for you, if you like. Um, it does take- Yes, I would like for you to cancel that. I have my own insurance. Okay. Cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most, it'd be two. Well, do I get that... Do I get my money back from my deductions? No, sir. Why not? Because they have an auto-enrollment program. You were supposed to call within 30 days of receiving your first paycheck. Who, who... Okay, who, who said I was supposed to call? That was something they... That's on your onboarding. It was on... It, it wasn't on my application. Do you have a manager, so I can give my lawyer his number? I know it's petty, but y'all gotta stop doing people like this. This ain't right. I know it ain't you, 'cause you don't own the business. This ain't right. Y'all can't take money out of these people checks, 'cause they don't... You know, you know it ain't right, but you gotta do your job. If you'd like, you can give your lawyer the... this number. He'll be transferred or take... his information will be taken and given to the, to the people necessary, um, the, the supervisor on, on the floor, but, um, unfortunately, I can't give you a direct line. Thank you. That's, that's what I'll do, but put me on that. I do not want it, and I... You don't think... Common sense. I know, this ain't no trick question. You don't think what y'all doing is wrong? Sir, it's an auto-enrollment program that Crown Staffing has. I know you don't... I know, but it's your job. You gotta have a job. I, I feel you, man. I feel you. All right, so you said my lawyer can call this number and ask to talk to your supervisor? Um, yes, and most likely, he'll be hav- he'll have his information taken, and then they would get back to him as soon as possible, but he can get... call this number so he can get... give us our... his information. Oh, so he won't talk to nobody personally? He can't talk to no- If someone is available- Okay, well- If someone is available, it's possible, but, um- Uh-huh? ... I can't guarantee you that at that right moment, somebody will be available to talk to him. Oh. Oh, okay. I see what it is. The benefit and... Okay, this Benefit Wizards, so he can,

he can probably see the, uh, uh, uh, uh, the, uh, uh, the president or the vice president of this, uh, company. Okay, because we have family lawyers... And, and this... You know this ain't right. But put me on no, no, no call and I tell them what you just told me, that it's automatic. You ain't got to say never, but it's automatic. They go on your check automatically without you knowing it. All right. We do not talk just like that. Thank you, bye. No problem. You have a great day. Yeah.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl who am I speaking with?

Speaker speaker_1: Nathan McFarland.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: They got me on, uh, y'all insurance, and I didn't ask for insurance. Y'all taking money out my check without me knowing it.

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

Speaker speaker_1: I didn't ask- I- Yes, I have my own insurance, uh, Crown Staffing.

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

Speaker speaker_1: Uh, let me get... go in my pocket. 8848.

Speaker speaker_0: I need you to confirm your address and date of birth.

Speaker speaker_1: My address is 1939 Hewitt Avenue, Cincinnati, Ohio 45207. My date of birth is 072264.

Speaker speaker_0: All righty. And I have your phone number as 513-680-7308?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as your last name, your first name, 87 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So yes, Crown does have an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline or pick plans you like, you're automatically enrolled in a, um, in a plan that they deduct from your check. Your... Looks like we... Your enrollment was sent. We haven't received a deduction, but it was sent. I can go ahead and cancel that for you, if you like. Um, it does take-

Speaker speaker_1: Yes, I would like for you to cancel that. I have my own insurance.

Speaker speaker_0: Okay. Cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most, it'd be two.

Speaker speaker_1: Well, do I get that... Do I get my money back from my deductions?

Speaker speaker_0: No, sir.

Speaker speaker_1: Why not?

Speaker speaker_0: Because they have an auto-enrollment program. You were supposed to call within 30 days of receiving your first paycheck.

Speaker speaker_1: Who, who... Okay, who, who said I was supposed to call?

Speaker speaker_0: That was something they... That's on your onboarding.

Speaker speaker_1: It was on... It, it wasn't on my application. Do you have a manager, so I can give my lawyer his number? I know it's petty, but y'all gotta stop doing people like this. This ain't right. I know it ain't you, 'cause you don't own the business. This ain't right. Y'all can't take money out of these people checks, 'cause they don't... You know, you know it ain't right, but you gotta do your job.

Speaker speaker_0: If you'd like, you can give your lawyer the... this number. He'll be transferred or take... his information will be taken and given to the, to the people necessary, um, the, the supervisor on, on the floor, but, um, unfortunately, I can't give you a direct line.

Speaker speaker_1: Thank you. That's, that's what I'll do, but put me on that. I do not want it, and I... You don't think... Common sense. I know, this ain't no trick question. You don't think what y'all doing is wrong?

Speaker speaker_0: Sir, it's an auto-enrollment program that Crown Staffing has.

Speaker speaker_1: I know you don't... I know, but it's your job. You gotta have a job. I, I feel you, man. I feel you. All right, so you said my lawyer can call this number and ask to talk to your supervisor?

Speaker speaker_0: Um, yes, and most likely, he'll be hav- he'll have his information taken, and then they would get back to him as soon as possible, but he can get... call this number so he can get... give us our... his information.

Speaker speaker_1: Oh, so he won't talk to nobody personally? He can't talk to no-

Speaker speaker_0: If someone is available-

Speaker speaker_1: Okay, well-

Speaker speaker_0: If someone is available, it's possible, but, um-

Speaker speaker_1: Uh-huh?

Speaker speaker_0: ... I can't guarantee you that at that right moment, somebody will be available to talk to him.

Speaker speaker_1: Oh. Oh, okay. I see what it is. The benefit and... Okay, this Benefit Wizards, so he can, he can probably see the, uh, uh, uh, uh, the, uh, uh, the president or the vice president of this, uh, company. Okay, because we have family lawyers... And, and this...

You know this ain't right. But put me on no, no, no call and I tell them what you just told me, that it's automatic. You ain't got to say never, but it's automatic. They go on your check automatically without you knowing it. All right.

Speaker speaker_0: We do not talk just like that.

Speaker speaker_1: Thank you, bye.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Yeah.