

Transcript: Pearl

Rojas-6750827131355136-6657798978584576

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may I please speak with? Hi, Pearl. My name is Wesley Jaffray. Um, the reason I'm calling is because apparently I was n- Hello? ... enrolled without... Can you hear me? Hello? Hi. Yes, I'm sorry. What was that? Are you able to hear me now? Yes. Okay. Yeah. So, the reason I'm calling is apparently without my consent or knowledge, I was enrolled in benefits with you guys, and it was being deducted from my check for the past two check cycles. Um, as far as I recall, I was given the option to sign up and I waived it, so I was hoping to get refunded for the money. Okay. I can definitely take a look for you. And then also ... getting to cancel it as well, so it doesn't keep happening. Okay. What's the name of the staffing agency you work for? Uh, Integrity Staffing. And the last four digits of your Social? 4200. Okay. And if you can confirm your address and date of birth. Yeah. 132 Dogwood Lane, Bloomington, Illinois, 60481 and my date of birth is November 24th, 1992. Okay. And your phone number is 773-875-4096? Correct. And your email address as wesjaffray@gmail.com? Yeah. All right. Bear with me one moment. Let me take a look here. Okay. You are enrolled. Yeah. I definitely shouldn't be because I recall, like, electing not to when they gave me paperwork at the beginning of signing up, so I was hoping you could cancel it, like I said, and possibly get me that money back. Okay. So, so, we don't have any documents showing that you declined coverage or record of you calling, so if there's any way you can get a copy of that paperwork you filled out from your staffing agency, um, it may be a possibility to honor depending on when you signed it. Because with Integrity, their auto enrollment program happens, um... wait one second. They give you 30 days from your first paycheck to decline, um, so the- depending on when that was dated, they may be able to- to honor the request, um, but we will need a copy of the form that you filled out showing that you declined. Okay. Um, could you cancel the policy though, going forward? I can. Cancellations, although cancellations do take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two. Seriously? I'm sorry. What was that? Oh, this is messed up that you're gonna take more money from me when I didn't even want this shit in the first place. Well, if you can provide with that documentation, there's, there's a possibility that we can honor it, but it just depends on if you're able to get that document 'cause we have no record of it. Okay. I just- I'm going to send you an optional request email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check a spam or junk folder and then just reply to that with the form. Okay. And, um, as soon as we receive that, it takes about 24 to 48 hours to be processed, and I'll give you a call back as soon as they let me know some further information. Okay. But, uh, y- And then let me- ... you are canceling it? Yes, I did go ahead and process that cancellation. Okay. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may I please speak with?

Speaker speaker_1: Hi, Pearl. My name is Wesley Jaffray. Um, the reason I'm calling is because apparently I was n-

Speaker speaker_0: Hello?

Speaker speaker_1: ... enrolled without... Can you hear me? Hello?

Speaker speaker_0: Hi. Yes, I'm sorry. What was that?

Speaker speaker_1: Are you able to hear me now?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Yeah. So, the reason I'm calling is apparently without my consent or knowledge, I was enrolled in benefits with you guys, and it was being deducted from my check for the past two check cycles. Um, as far as I recall, I was given the option to sign up and I waived it, so I was hoping to get refunded for the money.

Speaker speaker_0: Okay. I can definitely take a look for you.

Speaker speaker_1: And then also ... getting to cancel it as well, so it doesn't keep happening.

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

Speaker speaker_1: Uh, Integrity Staffing.

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

Speaker speaker_1: 4200.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Yeah. 132 Dogwood Lane, Bloomington, Illinois, 60481 and my date of birth is November 24th, 1992.

Speaker speaker_0: Okay. And your phone number is 773-875-4096?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email address as wesjaffray@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Bear with me one moment. Let me take a look here.

Speaker speaker_1: Okay.

Speaker speaker_0: You are enrolled.

Speaker speaker_1: Yeah. I definitely shouldn't be because I recall, like, electing not to when they gave me paperwork at the beginning of signing up, so I was hoping you could cancel it, like I said, and possibly get me that money back.

Speaker speaker_0: Okay. So, so, we don't have any documents showing that you declined coverage or record of you calling, so if there's any way you can get a copy of that paperwork you filled out from your staffing agency, um, it may be a possibility to honor depending on when you signed it. Because with Integrity, their auto enrollment program happens, um... wait one second. They give you 30 days from your first paycheck to decline, um, so the- depending on when that was dated, they may be able to- to honor the request, um, but we will need a copy of the form that you filled out showing that you declined.

Speaker speaker_1: Okay. Um, could you cancel the policy though, going forward?

Speaker speaker_0: I can. Cancellations, although cancellations do take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Seriously?

Speaker speaker_0: I'm sorry. What was that?

Speaker speaker_1: Oh, this is messed up that you're gonna take more money from me when I didn't even want this shit in the first place.

Speaker speaker_0: Well, if you can provide with that documentation, there's, there's a possibility that we can honor it, but it just depends on if you're able to get that document 'cause we have no record of it.

Speaker speaker_1: Okay. I just-

Speaker speaker_0: I'm going to send you an optional request email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check a spam or junk folder and then just reply to that with the form.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, as soon as we receive that, it takes about 24 to 48 hours to be processed, and I'll give you a call back as soon as they let me know some further information.

Speaker speaker_1: Okay. But, uh, y-

Speaker speaker_0: And then let me-

Speaker speaker_1: ... you are canceling it?

Speaker speaker_0: Yes, I did go ahead and process that cancellation.

Speaker speaker_1: Okay. Thank you.