

## **Transcript: Sara**

**Marulanda-5779294850301952-5980195410067456**

### **Full Transcript**

Hello. This is Sarah. Who am I speaking with? Hi, Sarah. My name is Wesley Jeffrey. Um, I'm calling because, uh, without my consent, I was signed up for, uh, benefits with you guys, and I've been having money deducted from my paycheck. Um, I just canceled it, and I'm pretty sure at some point through the staffing agency, I'm pretty sure, I could be entirely wrong about this, but I, you know, waived the coverage, but I, uh, didn't get any word back. I was told basically that you might be able to honor a refund if I have proof from the staffing agency, but I can't swear that I actually got that. And I was hoping that, like, since you're able to do it if you get, like, proof that I did have, uh, waived that you could possibly just still as a courtesy waive the, uh, fees and give a refund. Okay. Um, you say that you're not sure if you have an, a, a form, um, stating that you don't want the auto enrollment? That is correct, yeah. But I mean, I know, you know, I have insurance, so, like, there is no reason I need to have it with you guys, you know? I understand. Um, I completely understand, but, uh, with Integrity Trade Services, they do have auto enrollment. So, the way that works is if you don't want to be auto enrolled, you will need to give us a call or, um, put the form declining the auto enrollment. There is no documents on the file. I don't see any. I was checking before I take your calls, and there is no documents, and there is no records of previous call in declining the auto enrollment. So, if you are allowed to get it, the document, then you are, uh, I mean, something to prove that you already declined the auto enrollment, uh, then, uh, they will, uh, refund the money, which I am, I'm not sure, but, uh, I mean, there is a possibility. But with no proof, there will be no de-no refund. Well, that seems... Like I found, in all honesty, I feel like they never even mentioned any of this to me, but I'm just thinking if they did send something, I would have said no. You know what I'm saying? So like- I... Yes. I understand you. ... I just got ripped off basically. Um, we're the administrators. We don't make the deductions, and we don't do any of the onboarding documentation or the, I mean, I don't know how they handle things there at Integrity. That's, uh, their own policies. So, I cannot tell you if they tell you or not about the auto enrollment. So, if they did or not, uh, that's something that you may have to disc-

### **Conversation Format**

Speaker None: Hello. This is Sarah. Who am I speaking with? Hi, Sarah. My name is Wesley Jeffrey. Um, I'm calling because, uh, without my consent, I was signed up for, uh, benefits with you guys, and I've been having money deducted from my paycheck. Um, I just canceled it, and I'm pretty sure at some point through the staffing agency, I'm pretty sure, I could be entirely wrong about this, but I, you know, waived the coverage, but I, uh, didn't get any word back. I was told basically that you might be able to honor a refund if I have proof from the

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