

Transcript: Sara

Marulanda-6695980074319872-5581600007962624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Jaya, J-A-Y-A. My last name is Pierce, P-I-E-R-C-E. Hello, Ms. Pierce. How may I help you? Um, I'm having trouble with my check. Now, it's saying it's a \$102, but you know, my coworkers that came from the same temp agency is telling me that they made more. So I think I'm still enrolled with the insurance that my job provided me. And I was going to say, I don't want that insurance because I already actually have insurance. Let me check that for you, sure. And may I have the name of the agency that you are working with and the last four of your Social, please? Okay, so the agency I'm working for is called Surge Staffing. S-U-R-G-E Staffing. And the last four- Mm-hmm. ... of my digits with my Social is 3710. Okay. Okay, and your first name is Jaya? Yes, Jaya. J-A-Y-A. Okay, Jaya. And just security purposes, Ms. Pierce, can you please verify your address and date of birth? Um, 4461 Redondo Ln., 6-11-2002. Email, jayapierce4@gmail.com? Yes. And your phone number, we're missing a digit. We got 937-654-230- The last digit, we're missing one digit. Nine. Nine. Okay, thank you very much. Okay. Well, you're a new hire. You haven't been en- enrolled on any healthcare coverage. What we can do is we can- No, I haven't. No, you haven't. What we can do is decline your enrollment before they enroll you. Would you like to do that? Yes, I would like to decline. But do you know why my check is short then? No, ma'am. No idea. Um, it could be federal taxes or Medicare or something like that. Well, honestly, the only ones that can tell you what, what are the deductions other than... We can expla- explain you about the insurance deductions if there is any, but there is no deductions here. So you will have to contact your, um, church and ask them why the deductions or I mean, we don't have access- Okay. ... to any of the deductions. Okay, that's fine. So you said you can decline the insurance, though? Uh, I already declined it. You're not going to be un-enrolled. There will be no deductions from our end for healthcare coverage. Okay, thank you. Bye-bye. All right. You're more than welcome. Have a great-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi, my name is Jaya, J-A-Y-A. My last name is Pierce, P-I-E-R-C-E. Hello, Ms. Pierce. How may I help you? Um, I'm having trouble with my check. Now, it's saying it's a \$102, but you know, my coworkers that came from the same temp agency is telling me that they made more. So I think I'm still enrolled with the insurance that my job provided me. And I was going

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