

Transcript: VICTORIA

Taylor-4793853707862016-6575652062674944

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, I was trying to see if I could have my insurance canceled and, and, uh, make it where it don't keep taking it out of my check. Okay. What's the name of the agency you work for? Um, Surge. And the last four of your Social? 2884. Okay. And your first and last name? Ryan Ellis. And, and I- I also wanted to see, um, if they could refund what they already took because I was not made aware that I was even still, uh, listed on it. I just started a job and they told me they're still taking it from me because when I worked for them a long time ago, so they didn't even tell me that I was signed up for it. Okay. Do you mind verifying your address and date of birth? It's 119 Middlewood Lane, 42182. Phone number 864-221-4334? Yeah, that's my number. Email is re- uh, rme9191@gmail.com. Yeah. Okay, I don't see that you're currently enrolled into anything and I don't see any recent deductions. Well, yeah, they took \$15 out of my paycheck. Yeah. I'm not seeing that, and the plan that they typically automatically enroll members into is \$16.80. Um, it says MEC Plan. Do you know what that means? Yeah. That's the name of the plan. I'm just not showing that in my systems that the- it was deducted from your check. Um, what I'm gonna do is I'm gonna- Yep, I'm looking at my stub right now. Okay. I understand that, sir. I'm not saying that you're, what you're saying is incorrect. I'm just not showing that in my systems. So what I'm gonna do is I'm gonna send you an email with instructions on how to forward over that pay stub so we can verify that on our end. Um, and I can definitely go ahead and opt you out of the auto-enrollment. Um, I know they, they typically automatically enroll members into that plan unless you opt out beforehand. Are you a rehire with them? Yeah. I- we didn't talk about no plan, so I didn't know nothing about it. Okay. Yeah, so Surge Staffing automatically enrolls members into that unless you opt out beforehand. Oh, well, that's nice to know. I won't deal with them anymore. All right. So I'm gonna just go ahead and decline it on my end, um, and like I said, I'm gonna send you an email with instructions on how to forward over that pay stub so we can take a look at it and verify that. Okay. Was there anything else you might need help with? No. So, um, I- all I got to do is just, uh, take a picture and send you the email, right? Yeah, just respond back to the email. I would take a clear screenshot or a picture of the full pay stub. Yeah. All righty. So it just went to your email. Um, like I said, just try to get a full picture of the pay stub and make sure the picture is clear and that I could read the pay stub. Okay. Was there anything else maybe you had questions on? Oh, no, that's all. All right. You have a wonderful day. Okay. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey, I was trying to see if I could have my insurance canceled and, and, uh, make it where it don't keep taking it out of my check.

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

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2884.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Ryan Ellis. And, and I- I also wanted to see, um, if they could refund what they already took because I was not made aware that I was even still, uh, listed on it. I just started a job and they told me they're still taking it from me because when I worked for them a long time ago, so they didn't even tell me that I was signed up for it.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's 119 Middlewood Lane, 42182.

Speaker speaker_0: Phone number 864-221-4334?

Speaker speaker_1: Yeah, that's my number.

Speaker speaker_0: Email is re- uh, rme9191@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, I don't see that you're currently enrolled into anything and I don't see any recent deductions.

Speaker speaker_1: Well, yeah, they took \$15 out of my paycheck.

Speaker speaker_0: Yeah. I'm not seeing that, and the plan that they typically automatically enroll members into is \$16.80.

Speaker speaker_1: Um, it says MEC Plan. Do you know what that means?

Speaker speaker_0: Yeah. That's the name of the plan. I'm just not showing that in my systems that the- it was deducted from your check. Um, what I'm gonna do is I'm gonna-

Speaker speaker_1: Yep, I'm looking at my stub right now.

Speaker speaker_0: Okay. I understand that, sir. I'm not saying that you're, what you're saying is incorrect. I'm just not showing that in my systems. So what I'm gonna do is I'm gonna send you an email with instructions on how to forward over that pay stub so we can verify that on our end. Um, and I can definitely go ahead and opt you out of the auto-enrollment. Um, I know they, they typically automatically enroll members into that plan unless you opt out beforehand. Are you a rehire with them?

Speaker speaker_1: Yeah. I- we didn't talk about no plan, so I didn't know nothing about it.

Speaker speaker_0: Okay. Yeah, so Surge Staffing automatically enrolls members into that unless you opt out beforehand.

Speaker speaker_1: Oh, well, that's nice to know. I won't deal with them anymore.

Speaker speaker_0: All right. So I'm gonna just go ahead and decline it on my end, um, and like I said, I'm gonna send you an email with instructions on how to forward over that pay stub so we can take a look at it and verify that.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: No. So, um, I- all I got to do is just, uh, take a picture and send you the email, right?

Speaker speaker_0: Yeah, just respond back to the email. I would take a clear screenshot or a picture of the full pay stub.

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. So it just went to your email. Um, like I said, just try to get a full picture of the pay stub and make sure the picture is clear and that I could read the pay stub.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else maybe you had questions on?

Speaker speaker_1: Oh, no, that's all.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.