

Transcript: VICTORIA

Taylor-5598460106162176-5995971006349312

Full Transcript

Thank you for calling ... on a card. This is Victoria. How can I help you? Oh, this is Jason Bellmer. Um, I'm just started working through Crown a little while ago and apparently I'm getting insurance through them, but I, they haven't sent me the paperwork. Okay. Um, let me pull up your file. What's the last four of your Social? 1312. Okay. And your first and last name again? Jason Bellmer. I can spell it if I need to. No, I got it here. Um, do you mind verifying your address and date of birth? Uh, 03/19/04 and it's either 102 South McPherson or 143 North O'Neal. So it looks like I have the 102 South McP- McPherson Street? Yes, ma'am. Okay. One's my grandma's place and the other one's is my mom's place. Okay. Are you a rehire with Crown? A rehire? Uh, uh, what do you mean? Like did you work for them previously and you went back to work with them? Oh, yes, ma'am. Yes, ma'am. Okay. I mean, 'cause right now I don't see that you're enrolled into anything. Now I know that anytime that you're like a rehire or a new hire with them, they do automatically enroll members into one of the plans- Yes. ... unless you opt out beforehand. That's, that's what she says. She says I'm in the auto thing, but I had to call y'all to get the information to use it. Okay. So as of right now, you have not been enrolled yet. Okay. They don't do the auto-enrollment. Um, let me see, 'cause every client- But they're s- ... is different. But they're still taking the money out of my check, but they're not giving me the insurance. I don't see that we've received a deduction recently. The last deduction we received was back in 2023. Well, I've, I got a, uh, I got a pay stub basically in my hand that's like \$15 taken out of my check for medical. Okay. What, when was that pay stub, or what is that pay stub for? Last week? Uh, last week. Last week. Okay. So what I'm gonna do is I'm gonna send you instructions on how to forward that, forward that over to us so that we can investigate what's going on because I don't see that we have that deduction in our system and you're not even enrolled into anything as of yet. So- So technically they're taking money outta my check for nothing. Not necessarily. I mean, like I said, any new hire or rehire is automatically enrolled into that plan unless you opt out beforehand. We just have not received that deduction in our systems. Okay. Okay. So something is going on, which I have to investigate and see why we never received that deduction. Okay. 'Cause they've taken it out for three weeks in a row. Okay. So then what I'm gonna tell you is to send a clear picture of every pay stub. We need to see the full pay stub. Um, send every single one that you see that deduction being made on. Okay. Um, I can send it through, like text it to this number or...? Nope. I'm gonna send you an email with instructions. All right. You just send, um, pictures back. But like I said, make sure it's a full picture of the pay stub and that it's clear and not blurry or anything like that. All right. Once I receive it, what I'll do is, you know, send it up to escalation, see what's going on, and then give you a call back once I get word back on the situation. All right. I, I'll probably, uh, it probably won't be till tomorrow when I message or when I email it, so. That's fine. All right.

Thank you very much. Yeah. You're welcome. You have a wonderful night. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Oh, this is Jason Bellmer. Um, I'm just started working through Crown a little while ago and apparently I'm getting insurance through them, but I, they haven't sent me the paperwork.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 1312.

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

Speaker speaker_1: Jason Bellmer. I can spell it if I need to.

Speaker speaker_0: No, I got it here. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 03/19/04 and it's either 102 South McPherson or 143 North O'Neal.

Speaker speaker_0: So it looks like I have the 102 South McP- McPherson Street?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: One's my grandma's place and the other one's is my mom's place.

Speaker speaker_0: Okay. Are you a rehire with Crown?

Speaker speaker_1: A rehire? Uh, uh, what do you mean?

Speaker speaker_0: Like did you work for them previously and you went back to work with them?

Speaker speaker_1: Oh, yes, ma'am. Yes, ma'am.

Speaker speaker_0: Okay. I mean, 'cause right now I don't see that you're enrolled into anything. Now I know that anytime that you're like a rehire or a new hire with them, they do automatically enroll members into one of the plans-

Speaker speaker_1: Yes.

Speaker speaker_0: ... unless you opt out beforehand.

Speaker speaker_1: That's, that's what she says. She says I'm in the auto thing, but I had to call y'all to get the information to use it.

Speaker speaker_0: Okay. So as of right now, you have not been enrolled yet.

Speaker speaker_1: Okay.

Speaker speaker_0: They don't do the auto-enrollment. Um, let me see, 'cause every client-

Speaker speaker_1: But they're s-

Speaker speaker_0: ... is different.

Speaker speaker_1: But they're still taking the money out of my check, but they're not giving me the insurance.

Speaker speaker_0: I don't see that we've received a deduction recently. The last deduction we received was back in 2023.

Speaker speaker_1: Well, I've, I got a, uh, I got a pay stub basically in my hand that's like \$15 taken out of my check for medical.

Speaker speaker_0: Okay. What, when was that pay stub, or what is that pay stub for? Last week?

Speaker speaker_1: Uh, last week. Last week.

Speaker speaker_0: Okay. So what I'm gonna do is I'm gonna send you instructions on how to forward that, forward that over to us so that we can investigate what's going on because I don't see that we have that deduction in our system and you're not even enrolled into anything as of yet. So-

Speaker speaker_1: So technically they're taking money outta my check for nothing.

Speaker speaker_0: Not necessarily. I mean, like I said, any new hire or rehire is automatically enrolled into that plan unless you opt out beforehand. We just have not received that deduction in our systems.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So something is going on, which I have to investigate and see why we never received that deduction.

Speaker speaker_1: Okay. 'Cause they've taken it out for three weeks in a row.

Speaker speaker_0: Okay. So then what I'm gonna tell you is to send a clear picture of every pay stub. We need to see the full pay stub. Um, send every single one that you see that deduction being made on.

Speaker speaker_1: Okay. Um, I can send it through, like text it to this number or...?

Speaker speaker_0: Nope. I'm gonna send you an email with instructions.

Speaker speaker_1: All right.

Speaker speaker_0: You just send, um, pictures back. But like I said, make sure it's a full picture of the pay stub and that it's clear and not blurry or anything like that.

Speaker speaker_1: All right.

Speaker speaker_0: Once I receive it, what I'll do is, you know, send it up to escalation, see what's going on, and then give you a call back once I get word back on the situation.

Speaker speaker_1: All right. I, I'll probably, uh, it probably won't be till tomorrow when I message or when I email it, so.

Speaker speaker_0: That's fine.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: Yeah. You're welcome. You have a wonderful night.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.