

Transcript: VICTORIA

Taylor-6168872226045952-5225983325159424

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, uh, so I got told to call y'all to opt out of y'all's, uh, plan. Okay. What's the name of the agency you work for? Uh, American Staffing, ASC. American Staff Corp? Yeah. I'm sorry. You're fine. I'm like- Have you received your f- Do what? Have you received your first check yet? Yes, ma'am. Okay. And the last four of your Social? 6177. And your first and last name? Devin Croghan. Do you mind verifying your address and date of birth? The address is 21 South Whittaker in Pryor, Oklahoma, seventh floor, 361. And then, uh, the last, or you said my date of birth? Yes. 2/5/97, February 5th, 1997. Phone number 918-824-0406. Yes, ma'am. And then I have your email is nativecroghan@gmail.com. Yes, ma'am. Okay. So, it looks like you're actually already pending for the auto enrollment. Now, what I can do is I can put in a request, excuse me, to have that canceled. Um, with that being said, cancellations typically take about one to two weeks to be processed through, uh, your payroll department. So, you very well may see one to two payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. No, I mean, I don't really need any coverage. I'm Native, so I get free coverage on everything already. That's what, that's the only reason I'm trying to opt out, is so that I don't have to, so that I'm not paying extra money for coverage whenever I don't actually need it. I understand, sir. However, you were already pending for coverage, so you would have had to call us before you were even pending for coverage to opt out. That would be your- Well, uh, American, American Staff Corp told me and my buddy whenever we got hired on that, uh, for some reason, the place that we're working at automatically already puts us on their coverage. Yeah. They don't give us the option. Yeah. So, what you have to do with your employer, American Staff Corp, they automatically enroll all new hires into this plan. They do it the day after your first check. So, in order to avoid the auto enrollment, you would have had to call us before your first check to opt out of the auto enrollment. Oh, well, the piece of paper that she gave us said that we had to call after our first check within 30 days. No. So, you're auto enrolled the day after your first check. So, if you wanted to avoid that, you would have had to call us before you got your first check. We would have made your file and opted you out of the auto enrollment. Now, you, uh, all new hires have 30 days from the date of their first check to get enrolled into benefits. But to avoid the auto enrollment, you would have had to call us beforehand. Oh, yeah. She told us, uh, way differently, so that's why I'm calling now. But, uh- I mean, I understand, sir. The only thing that I can do on my end, because again, like I said, you were already pending for coverage, the only thing I can do at this point is put in a request to have it canceled for you. Typically- Yeah, you can do that, yep. ... with cancellations- Go ahead. Yeah, like I said, typically with cancellations, it takes about one to two weeks to be processed through your payroll. So, you very well may see one to two payroll deductions. It's not a guarantee. Um, it just depends on how fast payroll processes the

cancellation on their end. Right. That's fine. I mean, as long as I get it taken off. Okay. Yeah. I went ahead and put in the request to have it canceled for you. Do you need help with anything else? Uh, no, I should be fine. Okay. All right. You have a wonderful day. You too. Thank you. Thank you. 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: Yes, uh, so I got told to call y'all to opt out of y'all's, uh, plan.

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

Speaker speaker_1: Uh, American Staffing, ASC.

Speaker speaker_0: American Staff Corp?

Speaker speaker_1: Yeah. I'm sorry.

Speaker speaker_0: You're fine.

Speaker speaker_1: I'm like-

Speaker speaker_0: Have you received your f-

Speaker speaker_1: Do what?

Speaker speaker_0: Have you received your first check yet?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6177.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Devin Croghan.

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

Speaker speaker_1: The address is 21 South Whittaker in Pryor, Oklahoma, seventh floor, 361. And then, uh, the last, or you said my date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: 2/5/97, February 5th, 1997.

Speaker speaker_0: Phone number 918-824-0406.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email is nativecrogan@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, it looks like you're actually already pending for the auto enrollment. Now, what I can do is I can put in a request, excuse me, to have that canceled. Um, with that being said, cancellations typically take about one to two weeks to be processed through, uh, your payroll department. So, you very well may see one to two payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: No, I mean, I don't really need any coverage. I'm Native, so I get free coverage on everything already. That's what, that's the only reason I'm trying to opt out, is so that I don't have to, so that I'm not paying extra money for coverage whenever I don't actually need it.

Speaker speaker_0: I understand, sir. However, you were already pending for coverage, so you would have had to call us before you were even pending for coverage to opt out. That would be your-

Speaker speaker_1: Well, uh, American, American Staff Corp told me and my buddy whenever we got hired on that, uh, for some reason, the place that we're working at automatically already puts us on their coverage.

Speaker speaker_0: Yeah.

Speaker speaker_1: They don't give us the option.

Speaker speaker_0: Yeah. So, what you have to do with your employer, American Staff Corp, they automatically enroll all new hires into this plan. They do it the day after your first check. So, in order to avoid the auto enrollment, you would have had to call us before your first check to opt out of the auto enrollment.

Speaker speaker_1: Oh, well, the piece of paper that she gave us said that we had to call after our first check within 30 days.

Speaker speaker_0: No. So, you're auto enrolled the day after your first check. So, if you wanted to avoid that, you would have had to call us before you got your first check. We would have made your file and opted you out of the auto enrollment. Now, you, uh, all new hires have 30 days from the date of their first check to get enrolled into benefits. But to avoid the auto enrollment, you would have had to call us beforehand.

Speaker speaker_1: Oh, yeah. She told us, uh, way differently, so that's why I'm calling now. But, uh-

Speaker speaker_0: I mean, I understand, sir. The only thing that I can do on my end, because again, like I said, you were already pending for coverage, the only thing I can do at this point is put in a request to have it canceled for you. Typically-

Speaker speaker_1: Yeah, you can do that, yep.

Speaker speaker_0: ... with cancellations-

Speaker speaker_1: Go ahead.

Speaker speaker_0: Yeah, like I said, typically with cancellations, it takes about one to two weeks to be processed through your payroll. So, you very well may see one to two payroll deductions. It's not a guarantee. Um, it just depends on how fast payroll processes the cancellation on their end.

Speaker speaker_1: Right. That's fine. I mean, as long as I get it taken off.

Speaker speaker_0: Okay. Yeah. I went ahead and put in the request to have it canceled for you. Do you need help with anything else?

Speaker speaker_1: Uh, no, I should be fine.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.