

Transcript: VICTORIA

Taylor-6186206881071104-6557453368377344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Uh, I'm a new hire, and I'm just trying to opt out of the insurance. I don't want insurance coming out of my check. Okay. Uh, what's the name of the agency you work for? Uh, Applied Industrial. Is that the name of the staffing agency? Are you talking about the 10 servers? Oh, I'm sorry. That's fine. Uh... Oh, what was the staffing company's name? American Staffing, I think? That's what it- Would it be American Staff Corp? Okay. Yes, yes, that's it. I'm sorry. You're fine. And the last four of your Social? 3007. And your first and last name? Anthony, last name Phillips. Okay. Do you mind verifying your address and date of birth? 10701 East Way, McLoud, Oklahoma, 74851. And birthdate is January 12th, 1968. Phone number 405-777-6411? Six- yes. All right. And then email is gonna be redneck44cb@gmail.com? Yes. Okay. Um, so I see that you are actually already enroll- en- you're pending for enrollment. Um, so I can go ahead and- Yeah, 'cause I mean, I... Yeah, I wasn't gonna mess with it because, I mean, in, in two more months I'll be hired on anyway, so, uh, there's no sense in having insurance. Okay. Um- Until I get hired on with something. Like I said, you're already, uh, you're already pending for it, so I can put in a request to have it canceled. With that- Okay. ... being said though, there is a possibility you will see one to two payroll deductions. Um, if you do- Oh. Okay. ... it will provide the coverage you're paying for until the cancellation has been processed. Oh, okay. There's no way to cancel on that before it happens, huh, even though it's pending? So it's not even a guarantee that you will see one to two payroll deductions. Yeah. Um, it's just a possibility because you're in the pending state. Um, it's really up- Is it like 30 days or something? You know, like a 30 day- Oh, sure. ... before you have ten... I mean, was there like 30 days before you had to enroll in it, or they- I don't know. ... enroll you within 30 days? Um, let me- Because it's only been like three weeks of having that 10K. Yeah, so they automatically, they automatically enroll you after your first paycheck unless you opt out beforehand. Oh, so you have to opt out before then. I thought it was like 30 days before they do that, but... Yeah. No, they do it after your first check. Gotcha. So I should have done something then. All right. Sure. Um, but like I said, it's not a guarantee that you'll see it. . It's just a possibility. It really depends on how fast payroll processes the cancellation on their end. Gotcha, gotcha. Okay. All righty. Well, I guess I'll roll with it then till they cancel it out. Okay. So I'll go ahead and put in the request to have that canceled and opt you out of the auto-enrollment for future references, and you should be- Cool. ... good to go from there. All right. Thank you very much. You're welcome. Have a good day. You too. Bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. Uh, I'm a new hire, and I'm just trying to opt out of the insurance. I don't want insurance coming out of my check.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Applied Industrial.

Speaker speaker_1: Is that the name of the staffing agency?

Speaker speaker_2: Are you talking about the 10 servers? Oh, I'm sorry.

Speaker speaker_1: That's fine.

Speaker speaker_2: Uh... Oh, what was the staffing company's name? American Staffing, I think? That's what it-

Speaker speaker_1: Would it be American Staff Corp? Okay.

Speaker speaker_2: Yes, yes, that's it. I'm sorry.

Speaker speaker_1: You're fine. And the last four of your Social?

Speaker speaker_2: 3007.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Anthony, last name Phillips.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 10701 East Way, McLoud, Oklahoma, 74851. And birthdate is January 12th, 1968.

Speaker speaker_1: Phone number 405-777-6411?

Speaker speaker_2: Six- yes.

Speaker speaker_1: All right. And then email is gonna be redneck44cb@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I see that you are actually already enroll- en- you're pending for enrollment. Um, so I can go ahead and-

Speaker speaker_2: Yeah, 'cause I mean, I... Yeah, I wasn't gonna mess with it because, I mean, in, in two more months I'll be hired on anyway, so, uh, there's no sense in having insurance.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Until I get hired on with something.

Speaker speaker_1: Like I said, you're already, uh, you're already pending for it, so I can put in a request to have it canceled. With that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... being said though, there is a possibility you will see one to two payroll deductions. Um, if you do-

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: ... it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Oh, okay. There's no way to cancel on that before it happens, huh, even though it's pending?

Speaker speaker_1: So it's not even a guarantee that you will see one to two payroll deductions.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, it's just a possibility because you're in the pending state. Um, it's really up-

Speaker speaker_2: Is it like 30 days or something? You know, like a 30 day-

Speaker speaker_1: Oh, sure.

Speaker speaker_2: ... before you have ten... I mean, was there like 30 days before you had to enroll in it, or they-

Speaker speaker_1: I don't know.

Speaker speaker_2: ... enroll you within 30 days?

Speaker speaker_1: Um, let me-

Speaker speaker_2: Because it's only been like three weeks of having that 10K.

Speaker speaker_1: Yeah, so they automatically, they automatically enroll you after your first paycheck unless you opt out beforehand.

Speaker speaker_2: Oh, so you have to opt out before then. I thought it was like 30 days before they do that, but...

Speaker speaker_1: Yeah. No, they do it after your first check.

Speaker speaker_2: Gotcha. So I should have done something then. All right.

Speaker speaker_1: Sure. Um, but like I said, it's not a guarantee that you'll see it.

Speaker speaker_2: .

Speaker speaker_1: It's just a possibility. It really depends on how fast payroll processes the cancellation on their end.

Speaker speaker_2: Gotcha, gotcha. Okay. All righty. Well, I guess I'll roll with it then till they cancel it out.

Speaker speaker_1: Okay. So I'll go ahead and put in the request to have that canceled and opt you out of the auto-enrollment for future references, and you should be-

Speaker speaker_2: Cool.

Speaker speaker_1: ... good to go from there.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you.