

Transcript: Chris Sofield

(deactivated)-5406854108364800-5887071046287360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card, this is Chris. How can I help you today? Hi, Chris. Good afternoon. I was calling because I was told... Okay. So, I went to the staffing agency. They told me to wait till after my first paycheck, then to call? But it seems like you already took it, and that's why I'm calling because they told me to call before. Uh, they told me when I got my first paycheck. I didn't get my first paycheck until yesterday, so that's why I'm calling today but it took... Y'all took out the payment of, uh... Oh, hold on. I'm so sorry. Okay. All right, first of all, what- What's the first number now? Huh? What staffing company is this for? Uh, Carlton Staffing. Okay. What's the last four of your Social so I can locate your file? My last four digits of my Social? Yes, ma'am. Oh, 5616. No, no. You said 5616? Yes, sir. All right. And your first and last name? Rebecca Vertrees. Okay. Ms. Vertrees, could you verify your address and date of birth for me please? Yes. 7-11-96 and 2803 Green Lodge Circle, Spring, Texas 77373. Okay. Phone on file is like... We have 771-3674. Is that correct? Uh, it's no longer that number. I gave them my new number. Okay, what's the correct number? Uh, 832-960-4829. Okay, thank you. All right, so a little bit of clarification regarding Carlton Staffing's automatic enrollment policy. This is their policy, um, and it is, uh, their policy. They have set it up to where they automatically enroll their new hires almost immediately after the first check. Yeah. Either the day after or the day of. Um, so if they told you- Yeah, if they- If they told you to wait until after your first paycheck to give us a call, you might want to speak with them about that because- ... that is how they set their policies up. Um, the only thing I can do at this point, I can do a cancellation on the pending enrollment. Okay. Um, which, uh, which will prevent any further deductions but any deductions that you may already have seen, um, will still go through providing one week of coverage for, for, for the plan. But that should be the only one you see. Okay. Uh, we can cancel and then, yeah, I'll contact them because they told me to wait for my first check and I didn't get my first check until yesterday. Oh, yeah. So it looks like... Yeah, based on what I'm seeing here, it looks like this enrollment was processed on the 27th. So back on Sunday. Um- Yeah, but I don't know what to do next. Yeah, you... I, I would say you would probably need to talk with Carlton Staffing about that. Um, as how they set up their policy is on them. Okay, thank you so much. Well, was it canceled though? Yeah, I'll at least... I'll start the cancellation process, and this should, um... Because it's still technically in a pending state on our side because the deduction information has not yet been received. Um, it's still going to be received, and you're still most likely going to have one week of coverage but that should be the only one that you see. Okay. All right. Anything else? No, that's it. Thank you so much. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Bye now. Stop .

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits at a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Good afternoon. I was calling because I was told... Okay. So, I went to the staffing agency. They told me to wait till after my first paycheck, then to call? But it seems like you already took it, and that's why I'm calling because they told me to call before. Uh, they told me when I got my first paycheck. I didn't get my first paycheck until yesterday, so that's why I'm calling today but it took... Y'all took out the payment of, uh... Oh, hold on. I'm so sorry.

Speaker speaker_1: Okay. All right, first of all, what-

Speaker speaker_2: What's the first number now? Huh?

Speaker speaker_1: What staffing company is this for?

Speaker speaker_2: Uh, Carlton Staffing.

Speaker speaker_1: Okay. What's the last four of your Social so I can locate your file?

Speaker speaker_2: My last four digits of my Social?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, 5616. No, no.

Speaker speaker_1: You said 5616?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Rebecca Vertrees.

Speaker speaker_1: Okay. Ms. Vertrees, could you verify your address and date of birth for me please?

Speaker speaker_2: Yes. 7-11-96 and 2803 Green Lodge Circle, Spring, Texas 77373.

Speaker speaker_1: Okay. Phone on file is like... We have 771-3674. Is that correct?

Speaker speaker_2: Uh, it's no longer that number. I gave them my new number.

Speaker speaker_1: Okay, what's the correct number?

Speaker speaker_2: Uh, 832-960-4829.

Speaker speaker_1: Okay, thank you. All right, so a little bit of clarification regarding Carlton Staffing's automatic enrollment policy. This is their policy, um, and it is, uh, their policy. They have set it up to where they automatically enroll their new hires almost immediately after the

first check.

Speaker speaker_2: Yeah.

Speaker speaker_1: Either the day after or the day of. Um, so if they told you-

Speaker speaker_2: Yeah, if they-

Speaker speaker_1: If they told you to wait until after your first paycheck to give us a call, you might want to speak with them about that because- ... that is how they set their policies up. Um, the only thing I can do at this point, I can do a cancellation on the pending enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, which, uh, which will prevent any further deductions but any deductions that you may already have seen, um, will still go through providing one week of coverage for, for, for the plan. But that should be the only one you see.

Speaker speaker_2: Okay. Uh, we can cancel and then, yeah, I'll contact them because they told me to wait for my first check and I didn't get my first check until yesterday.

Speaker speaker_1: Oh, yeah. So it looks like... Yeah, based on what I'm seeing here, it looks like this enrollment was processed on the 27th. So back on Sunday. Um-

Speaker speaker_2: Yeah, but I don't know what to do next.

Speaker speaker_1: Yeah, you... I, I would say you would probably need to talk with Carlton Staffing about that. Um, as how they set up their policy is on them.

Speaker speaker_2: Okay, thank you so much. Well, was it canceled though?

Speaker speaker_1: Yeah, I'll at least... I'll start the cancellation process, and this should, um... Because it's still technically in a pending state on our side because the deduction information has not yet been received. Um, it's still going to be received, and you're still most likely going to have one week of coverage but that should be the only one that you see.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that's it. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.

Speaker speaker_2: Stop .