

Transcript: Chris Sofield

(deactivated)-5491911563886592-6513512082259968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hey, Chris. Uh, I got a ca- a call from... or I mean, a text from y'all today saying that, um, two weeks have lapsed without payment for my benefits and I had n-no idea about that at all, because I didn't even know I had any benefits. I called earlier today and they told me, asked me if I was with, uh, a, um, temp agency, and yes I am. And I never agreed to any benefits and he told me that with ASC it's automatic. You don't even have to agree to it, they just automatically do it. So, can you check that out for me and see if that, what he told me is, is correct? Uh, yeah, no. Uh, I- American Staff Corps, ASC, does automatically enroll all their new hires into a health insurance plan. Um, they, uh, believe they should... Uh, like it's their policy, so they should have informed you. If they didn't, um, you may want to discuss that with them. Yeah. Um, but yeah, no, I, I can tell you definitively American Staff Corp does that. That is something they do. Okay, well, um, so what is that... What are the benefits? Uh, the plan that they would automatically enroll you into is a preventative care plan, so if the, uh, would cover things like physicals, vaccinations, cancer screenings, uh, services like that. Um, as long as you're following the multi-plan network, then those services are free out of pocket. You have no, you'll have no out-of-pocket cost for those. Oh, but they do deduct money from your check? Uh, yes. It does deduct out of your check. It's \$16.80 per week. Okay, well, um, no, they didn't ever, uh... I never signed up for that. Uh, when I, when I text her, she said that, that I, uh, signed up for it in- at the Tulsa office and, and she's at the Claremore office, but I did not, for a fact. I mean, I got something in the mail about, you know, getting insurance like, you know, uh, medical, dental and, um, um, I would have... And, and I never did. You know? Right. But, uh, that... What you're talking to me about, I, I, I, I have no recollection at all and absolutely think that that was not... I was not informed about that. Okay, yeah- I do not remember that. I mean, d- I do not think I was given a choice. I don't think I was ever even made aware of that. But, um, but it is what it is now. She said that that, uh, it's coming up and... That new enrollment is coming up and I can, you know, get out of it if I want wh- which, you know, I'm not gonna be there long enough because to me this is just straight up... I, I, I know it's only \$16 a week. I don't care. It's, uh, it's the, the, um... Uh, you know, to me just, you know, you know, you just doing it, taking it upon yourself and just going ahead and doing it even b- when I didn't give you consent is, is not right. And you say... And you're telling me that they automatically do it and, uh, that's not right. You know, the, the... If you're working with somebody, you ought to have that op- option, you know, to, um, say yes or no. And anyway, so, uh, I'm, you know... Uh, I don't know what... You know, I lost my job, a bunch of stuff has happened. Um, my dad died, I had a heart attack. All these things have happened in the last, um, month, and, uh, that's why there's been two weeks with no ch- pay check, because after, you know, after I got,

had the heart attack and got out of the hospital, it was like two weeks that I didn't work before I could go back to work. I do now have a job again with... Through them. But it w- after finding all this out, it will be my last and I probably won't... Today, tomorrow might be my last day. That... I'm livid about it because I did not... I, I, I think I would have remembered if I chose to accept that and have it deducted from my check every week. So, uh, I don't know what... You know, thank... I just want to thank you guys for texting me and letting me know because I had no idea, because I don't look... Go online and look at my pay stubs and, you know, that was my fail- failure. I should have... You know, I just trust people too much I guess. But, uh, anyway, I, I'm, I really appreciate your, uh, helping me and letting me know about that. Where... Are you located in Tulsa? Uh, no, sir. Okay, I was just wondering. Um, is ASC a, a big company all over United States or something? Uh, to my knowledge I believe so. Um, again, this, this is the customer service department, so I'm not gonna have the knowledge- Yeah. ... of like all exactly what offices they have and everything like that, um, but- But they must be big 'cause you knew that. You know, that they do that, you know? So it must... Either, either it happens a lot, people wondering what, why the hell, you know, they're getting charged for something they never agreed to or, you know, they're so big that, you know... 'Cause you knew the answers to, you know, the... I mean, I'm... Not all the answers and I'm not holding you accountable for anything, don't think that. Um, but you knew that th- that company ASC does that and so it, it must be, you know, pretty, pretty, uh... They're either pretty big or this is a common occurrence of people calling wondering what's going on. So anyway, uh, like I said, I don't remember your name. I think you said Chris, but I don't care. I, I'm... Well, I don't mean it like that, but, I mean, I'm just saying, I'm... It's... You know, I'm not gonna be saying anything about it or... I just, I just wanted to call back because I texted her and she texted me and told me that I must have selected it. Well, I did not. I know I did not. I would have remembered something coming out of my check every week. I would remember selecting that, you know? So anyway, I, I, I'm... I appreciate you, uh, letting me know or what you could and, and, um, uh, I guess that's all I have to say. All right, sir. Was there anything else? No. I appreciate it man, very much. Yes, sir. Have a good day. Thanks for calling. All right, you too. All right, bye now. Bye.

Conversation Format

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

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

Speaker speaker_2: Hey, Chris. Uh, I got a ca- a call from... or I mean, a text from y'all today saying that, um, two weeks have lapsed without payment for my benefits and I had n-no idea about that at all, because I didn't even know I had any benefits. I called earlier today and they told me, asked me if I was with, uh, a, um, temp agency, and yes I am. And I never agreed to any benefits and he told me that with ASC it's automatic. You don't even have to agree to it, they just automatically do it. So, can you check that out for me and see if that, what he told me is, is correct?

Speaker speaker_1: Uh, yeah, no. Uh, I- American Staff Corps, ASC, does automatically enroll all their new hires into a health insurance plan. Um, they, uh, believe they should... Uh, like it's their policy, so they should have informed you. If they didn't, um, you may want to discuss that with them.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, but yeah, no, I, I can tell you definitively American Staff Corp does that. That is something they do.

Speaker speaker_2: Okay, well, um, so what is that... What are the benefits?

Speaker speaker_1: Uh, the plan that they would automatically enroll you into is a preventative care plan, so if the, uh, would cover things like physicals, vaccinations, cancer screenings, uh, services like that. Um, as long as you're following the multi-plan network, then those services are free out of pocket. You have no, you'll have no out-of-pocket cost for those.

Speaker speaker_2: Oh, but they do deduct money from your check?

Speaker speaker_1: Uh, yes. It does deduct out of your check. It's \$16.80 per week.

Speaker speaker_2: Okay, well, um, no, they didn't ever, uh... I never signed up for that. Uh, when I, when I text her, she said that, that I, uh, signed up for it in- at the Tulsa office and, and she's at the Claremore office, but I did not, for a fact. I mean, I got something in the mail about, you know, getting insurance like, you know, uh, medical, dental and, um, um, I would have... And, and I never did. You know?

Speaker speaker_1: Right.

Speaker speaker_2: But, uh, that... What you're talking to me about, I, I, I, I have no recollection at all and absolutely think that that was not... I was not informed about that.

Speaker speaker_1: Okay, yeah-

Speaker speaker_2: I do not remember that. I mean, d- I do not think I was given a choice. I don't think I was ever even made aware of that. But, um, but it is what it is now. She said that that, uh, it's coming up and... That new enrollment is coming up and I can, you know, get out of it if I want wh- which, you know, I'm not gonna be there long enough because to me this is just straight up... I, I, I know it's only \$16 a week. I don't care. It's, uh, it's the, the, um... Uh, you know, to me just, you know, you know, you just doing it, taking it upon yourself and just going ahead and doing it even b- when I didn't give you consent is, is not right. And you say... And you're telling me that they automatically do it and, uh, that's not right. You know, the, the... If you're working with somebody, you ought to have that op- option, you know, to, um, say yes or no. And anyway, so, uh, I'm, you know... Uh, I don't know what... You know, I lost my job, a bunch of stuff has happened. Um, my dad died, I had a heart attack. All these things have happened in the last, um, month, and, uh, that's why there's been two weeks with no ch- pay check, because after, you know, after I got, had the heart attack and got out of the hospital, it was like two weeks that I didn't work before I could go back to work. I do now have a job again with... Through them. But it w- after finding all this out, it will be my last and I probably won't... Today, tomorrow might be my last day. That... I'm livid about it because I did

not... I, I, I think I would have remembered if I chose to accept that and have it deducted from my check every week. So, uh, I don't know what... You know, thank... I just want to thank you guys for texting me and letting me know because I had no idea, because I don't look... Go online and look at my pay stubs and, you know, that was my fail- failure. I should have... You know, I just trust people too much I guess. But, uh, anyway, I, I'm, I really appreciate your, uh, helping me and letting me know about that. Where... Are you located in Tulsa?

Speaker speaker_1: Uh, no, sir.

Speaker speaker_2: Okay, I was just wondering. Um, is ASC a, a big company all over United States or something?

Speaker speaker_1: Uh, to my knowledge I believe so. Um, again, this, this is the customer service department, so I'm not gonna have the knowledge-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... of like all exactly what offices they have and everything like that, um, but-

Speaker speaker_2: But they must be big 'cause you knew that. You know, that they do that, you know? So it must... Either, either it happens a lot, people wondering what, why the hell, you know, they're getting charged for something they never agreed to or, you know, they're so big that, you know... 'Cause you knew the answers to, you know, the... I mean, I'm... Not all the answers and I'm not holding you accountable for anything, don't think that. Um, but you knew that th- that company ASC does that and so it, it must be, you know, pretty, pretty, uh... They're either pretty big or this is a common occurrence of people calling wondering what's going on. So anyway, uh, like I said, I don't remember your name. I think you said Chris, but I don't care. I, I'm... Well, I don't mean it like that, but, I mean, I'm just saying, I'm... It's... You know, I'm not gonna be saying anything about it or... I just, I just wanted to call back because I texted her and she texted me and told me that I must have selected it. Well, I did not. I know I did not. I would have remembered something coming out of my check every week. I would remember selecting that, you know? So anyway, I, I, I'm... I appreciate you, uh, letting me know or what you could and, and, um, uh, I guess that's all I have to say.

Speaker speaker_1: All right, sir. Was there anything else?

Speaker speaker_2: No. I appreciate it man, very much.

Speaker speaker_1: Yes, sir. Have a good day. Thanks for calling.

Speaker speaker_2: All right, you too.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: Bye.