

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, um, I just got my first check from this company, and uh, and there was this charge taken out for insurance that I don't need and I should never have been charged for it. So, some staffing agencies participate in auto enrollment. So if one of the, if the staffing agency that you work for participates in that and you didn't call to opt out, they will automatically enroll you into it. Um, but which staffing- Right. ... agency is it? Uh, uh, Workforce, Focused Workforce. Let me see if that's one of them. Because if they do participate, it's usually the member's responsibility to call and opt out. Um- Right. You said Workforce? Yeah, Workforce, Focused Workforce. But, um, they even checked my records last night whenever I was asked them about it, and it shows that I didn't... You know, I put no- Well, give me one second. Let me- Okay. Let me find the staffing agency real quick. You said Focused Workforce or Workforce? Yeah, Focused, Focused Workforce. Okay. Okay, let's see. After you win. And then what are the last four of your social? 2181. And your first and last name? David Meade, M-E-A-D. For security purposes, can you verify your address and date of birth? Um, 59 Cemetery Hill Road, 11971. Um, I would- And then the city and state. Oh, it's, uh, Wickliffe, Kentucky, 42087. 270-445-2124 is your phone, phone number? Yeah. Yeah. Okay. So they don't participate in auto enrollment, but the reason why you were enrolled is, um, it's a court order for child support. You know about that? So they ordered me to get... No, we don't really, um, get involved in that, but it has to be regarding court order. So I wouldn't be able to cancel anything that's under a court order. But I don't understand. But, um, that's all I can really tell you, that the reason why you got put in the insurance is 'cause of child support. Hmm. Yes, sir. So it looks like- Why, why doesn't her get... ... this person is eligible for benefits. Yeah, I'm not sure. But I don't even have a kid. I don't even have a kid. Oh. It's their kids. She's somewhere else, so what, what good is insurance? I'm not sure. Are you David, D-M-E-A-D? Yeah. All right, I guess I'll... Yeah, that sucks. I don't understand. Uh, I guess I need to call Georgia and find out what's going on. Yes, sir, 'cause I wouldn't be able to cancel anything. Court orders, we can't cancel work, I guess- Yeah. ... whatsoever, 'cause it's court ordered. Well, I ain't gone to court, so I don't know what it'd been court ordered from, 'cause- Yeah, you would have to reach out to them. I, we just take care of the healthcare part. Right, right. All right. All right, thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, um, I just got my first check from this company, and uh, and there was this charge taken out for insurance that I don't need and I should never have been charged for it.

Speaker speaker_0: So, some staffing agencies participate in auto enrollment. So if one of the, if the staffing agency that you work for participates in that and you didn't call to opt out, they will automatically enroll you into it. Um, but which staffing-

Speaker speaker_1: Right.

Speaker speaker_0: ... agency is it?

Speaker speaker_1: Uh, uh, Workforce, Focused Workforce.

Speaker speaker_0: Let me see if that's one of them. Because if they do participate, it's usually the member's responsibility to call and opt out. Um-

Speaker speaker_1: Right.

Speaker speaker_0: You said Workforce?

Speaker speaker_1: Yeah, Workforce, Focused Workforce. But, um, they even checked my records last night whenever I was asked them about it, and it shows that I didn't... You know, I put no-

Speaker speaker_0: Well, give me one second. Let me-

Speaker speaker_1: Okay.

Speaker speaker_0: Let me find the staffing agency real quick. You said Focused Workforce or Workforce?

Speaker speaker_1: Yeah, Focused, Focused Workforce.

Speaker speaker_0: Okay. Okay, let's see. After you win. And then what are the last four of your social?

Speaker speaker_1: 2181.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: David Meade, M-E-A-D.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, 59 Cemetery Hill Road, 11971. Um, I would-

Speaker speaker_0: And then the city and state.

Speaker speaker_1: Oh, it's, uh, Wickliffe, Kentucky, 42087.

Speaker speaker_0: 270-445-2124 is your phone, phone number?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay. So they don't participate in auto enrollment, but the reason why you were enrolled is, um, it's a court order for child support.

Speaker speaker_1: You know about that? So they ordered me to get...

Speaker speaker_0: No, we don't really, um, get involved in that, but it has to be regarding court order. So I wouldn't be able to cancel anything that's under a court order.

Speaker speaker_1: But I don't understand.

Speaker speaker_0: But, um, that's all I can really tell you, that the reason why you got put in the insurance is 'cause of child support.

Speaker speaker_1: Hmm.

Speaker speaker_0: Yes, sir. So it looks like-

Speaker speaker_1: Why, why doesn't her get...

Speaker speaker_0: ... this person is eligible for benefits. Yeah, I'm not sure.

Speaker speaker_1: But I don't even have a kid. I don't even have a kid.

Speaker speaker_0: Oh.

Speaker speaker_1: It's their kids. She's somewhere else, so what, what good is insurance?

Speaker speaker_0: I'm not sure. Are you David, D-M-E-A-D?

Speaker speaker_1: Yeah. All right, I guess I'll... Yeah, that sucks. I don't understand. Uh, I guess I need to call Georgia and find out what's going on.

Speaker speaker_0: Yes, sir, 'cause I wouldn't be able to cancel anything. Court orders, we can't cancel work, I guess-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... whatsoever, 'cause it's court ordered.

Speaker speaker_1: Well, I ain't gone to court, so I don't know what it'd been court ordered from, 'cause-

Speaker speaker_0: Yeah, you would have to reach out to them. I, we just take care of the healthcare part.

Speaker speaker_1: Right, right. All right. All right, thank you.