

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? Uh, yeah, I was just speaking to someone o- uh, of, uh, but I forgot to ask a question before we got off the phone. I was calling about, um, insurance coverage I had. Uh, they took it out of my check, but they shouldn't have, but we got that part straight. I just wanna make sure that the policy, I mean, that is, ins- that it is in fact canceled and that I won't get any further, uh, deductions. Um, I have to look into your file to see what they notated. Um, what's your staffing agency? Serge. And then what are the last four of your Social? 1093. And your first and last name? Tony Washington. For security purposes, can you verify your address and DWR? July 28, 1980. 115 Bolton Point. Middleton, Mississippi, 38858. And the 662-400-2385 is your phone number? Yes. Okay. So, they did cancel the c... Wait, actually let me verify. Give me one second. You said you just called? Yeah, I mean, it w- uh, I, I had already opted out, uh, when I had my last assignment, but I just started a new assignment and they took it out. They took the, they took it out anyway. Not true. No- And this is, this, they shouldn't have. ... it's weird, because I actually, I'm looking into your deductions, and I'm looking into your file, and you don't, I don't see any d- deductions being made whatsoever. Like, you were never- Well, this is my first, this is gonna be... This is my first check today. Well, and what does the deduction say, though? Because I am looking, and I don't see that you ever have... You did opt out from the auto-enrollment, so that means they wouldn't have enrolled you into any of the coverage. Yeah, I understand. They would've called to ask, which I don't- Yep. ... see that you ever... It never became active. Yeah, I understand. Like, because you're saying- Yeah, I've al- I've already gone over all that with the other agent. I just wanna make sure I don't get any red- any deductions next week. But, I get, I told them what I was saying, IMA Dental, IMA Vision, and Free Eye and all that. Okay, can you ask who- Came up to \$44.86 total. Let, let me- Excuse me. Let me ask real qu- give me one second, 'cause I think I actually know who you spoke with. Okay, sir. So, it looks like they have emailed our main office regarding that. Um, I can't tell you, um, if they are or aren't, 'cause I don't see any coverage whatsoever, but it looks like they have informed our main office and they will do further investigations. Um, so they have sent a email out to the main office regarding this issue. And most likely somebody will be contacting you, which is the agent that you spoke with, 'cause they did send out a email to the main office regarding that issue. Hello? Okay. Yeah, that's fine. Yes. So, they have sent that main, um, that email to the main office, 'cause who has to do all that investigation is them, and then since they did forward that email to them, most likely, that agent that you spoke before me is gonna be the one to reach out to you. Okay. Okay? So, if they don't reach out today, most likely, it'll probably be on Monday. Okay. Okay? Thanks. You're welcome for being taken care of. All right, thanks.

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: Uh, yeah, I was just speaking to someone o- uh, of, uh, but I forgot to ask a question before we got off the phone. I was calling about, um, insurance coverage I had. Uh, they took it out of my check, but they shouldn't have, but we got that part straight. I just wanna make sure that the policy, I mean, that is, ins- that it is in fact canceled and that I won't get any further, uh, deductions.

Speaker speaker_0: Um, I have to look into your file to see what they notated. Um, what's your staffing agency?

Speaker speaker_1: Serge.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 1093.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tony Washington.

Speaker speaker_0: For security purposes, can you verify your address and DWR?

Speaker speaker_1: July 28, 1980. 115 Bolton Point. Middleton, Mississippi, 38858.

Speaker speaker_0: And the 662-400-2385 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, they did cancel the c... Wait, actually let me verify. Give me one second. You said you just called?

Speaker speaker_1: Yeah, I mean, it w- uh, I, I had already opted out, uh, when I had my last assignment, but I just started a new assignment and they took it out. They took the, they took it out anyway.

Speaker speaker_0: Not true. No-

Speaker speaker_1: And this is, this, they shouldn't have.

Speaker speaker_0: ... it's weird, because I actually, I'm looking into your deductions, and I'm looking into your file, and you don't, I don't see any d- deductions being made whatsoever. Like, you were never-

Speaker speaker_1: Well, this is my first, this is gonna be... This is my first check today.

Speaker speaker_0: Well, and what does the deduction say, though? Because I am looking, and I don't see that you ever have... You did opt out from the auto-enrollment, so that means they wouldn't have enrolled you into any of the coverage.

Speaker speaker_1: Yeah, I understand.

Speaker speaker_0: They would've called to ask, which I don't-

Speaker speaker_1: Yep.

Speaker speaker_0: ... see that you ever... It never became active.

Speaker speaker_1: Yeah, I understand.

Speaker speaker_0: Like, because you're saying-

Speaker speaker_1: Yeah, I've al- I've already gone over all that with the other agent. I just wanna make sure I don't get any red- any deductions next week. But, I get, I told them what I was saying, IMA Dental, IMA Vision, and Free Eye and all that.

Speaker speaker_0: Okay, can you ask who-

Speaker speaker_1: Came up to \$44.86 total.

Speaker speaker_0: Let, let me-

Speaker speaker_1: Excuse me.

Speaker speaker_0: Let me ask real qu- give me one second, 'cause I think I actually know who you spoke with. Okay, sir. So, it looks like they have emailed our main office regarding that. Um, I can't tell you, um, if they are or aren't, 'cause I don't see any coverage whatsoever, but it looks like they have informed our main office and they will do further investigations. Um, so they have sent a email out to the main office regarding this issue. And most likely somebody will be contacting you, which is the agent that you spoke with, 'cause they did send out a email to the main office regarding that issue. Hello?

Speaker speaker_1: Okay. Yeah, that's fine.

Speaker speaker_0: Yes. So, they have sent that main, um, that email to the main office, 'cause who has to do all that investigation is them, and then since they did forward that email to them, most likely, that agent that you spoke before me is gonna be the one to reach out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So, if they don't reach out today, most likely, it'll probably be on Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Thanks.

Speaker speaker_0: You're welcome for being taken care of.

Speaker speaker_1: All right, thanks.