

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes. I have gotten this number from my temp agency and, uh, I was trying to cancel out my, um, my- The auto mm-hmm. ... health. Okay. What staffing agency is it? Workforce Strategies Inc. Okay. And then, what are the last four of your social? 6821. Okay. Is Focus Workforce Management? Mm-hmm. Okay. And then your first and last name, please? Pardon me? Um, what's your first and last name? Melvin Morgan. Okay. Give me one second. Morgan is your last name? Yes. When did you start working with them? February 17th. Okay. I don't see you in the system. You said 6821 is your last four, 6821? Yes. 6821. And then you're with Workforce Management? I don't know if it's Management or if it's Inc., uh... 'Cause we do have Focus Workforce Management, but I don't see you in the system. Yeah, uh, uh, so I know them as WSI, which is Workforce Strategies Inc., Incorporated. Inc. Okay. Give me one second. Let me check real quick. Yeah, 'cause I think they was saying something about that you guys was gonna be- Oh, yeah. ... taking over the new insurance or something like that. Gotcha. Yes. We have a similar one, so yeah, I was looking at the wrong one. Give me one second. Let me put the right name down. There you go. I see you now. Okay. For security purposes, can you verify your address and date of birth? Yes. 19356 Mitchell Street, Detroit, Michigan, 48234. Date of birth is 2/26/92. Okay. Thank you. 313-702-5837 is your phone number? Yes. Okay. So they don't have any type of auto enrollment. Um, so they don't automatically enroll you in- into any of the plans. And then I don't see that you have any active coverage either, um, so I can't cancel something that you don't have. But if they make it You're her-... You hear her. ... I can still opt you out. But like I said, y- they don't auto enroll into any of the benefits. Um, and you don't have any plans either. You are within your- Yeah. ... company open enrollment, which makes you eligible to enroll though. It looks like... Let me see when your last date would be. If you were to en- if you do want to enroll, your last day to do so would be April... April 30th. So it would actually be, let's see, uh, it would be on the 18 actually- Mm-hmm. ... of April. If you do decide to enroll, you would have to call by the 18th. Nothing passing the 18th. Um... Oh, okay. Yeah, so this is mean- So you don't want to enroll? ... I need to drive up there then, 'cause somebody be paying me out some money and I d- I need to talk to somebody because they told me that I w- that I was automatically enrolled and that- Mm-hmm. ... you guys was taking over for the new insurance and I will automatically be enrolled in that. And they just took money out of my last paycheck because I was, uh, enrolled into some type of insurance that I don't even remember signing up for and- Yeah. ... I would have never done it- The one, um- ... because I'm not hired than a job. The one that I'm looking at, Workforce Strategies, I'm looking and they don't do any type of auto enrollment. Um, I would make sure that they're giving you the correct insurance. I'm not sure if they were... I know they're Mutual RN but with us, there's no type of auto enrollment. I'm not sure if it was

with the past one maybe. Um, but I'm looking right now and you're eligible to enroll. They give you 30 days from the day that you receive your first check to do so and the... Let's see. What date did I tell you? The 18 of April would be your last day if you did want to enroll into the benefits. Um, but I'm looking and you don't have any plans whatsoever and they don't even auto enroll. They don't take in the auto enrollment. They don't participate in that. So yeah, I would definitely speak to them and look at your pay stubs to see exactly what it says. Hello? Okay. So they just text me and said, "Okay, you would need to call on Monday when it's officially transferred over, but just know you will no longer be charged on your pay stubs." So, you know, I don't know if- So I can't give you... So I can't really give you... You would have to call Monday, um, 'cause I can't really give you information regarding a future date. Right now, what I'm seeing is that they don't auto enroll their new hires into any of the plans and that you don't have any active coverage. Okay. Um, but if you're still curious, you're welcome to call back Monday. But like I said, some staffing agencies do auto enroll their new hires, um, into a plan, but they're not one of them. So I'm not sure why they even told you that. Um, but you're welcome to contact us Monday if you're still not sure. But like I said, right now, I'm looking at your file. I don't see no deductions whatsoever. I don't see any plans whatsoever. They don't auto enroll their hires into any of the plans. Um, but you are eligible to enroll if you did want to and that- Okay. ... would be your deadline date. Okay. Well, thank you so much work for today. Mm-hmm. You're welcome. Have a nice day. You as well.

Conversation Format

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

Speaker speaker_1: Hi. Yes. I have gotten this number from my temp agency and, uh, I was trying to cancel out my, um, my-

Speaker speaker_0: The auto mm-hmm.

Speaker speaker_1: ... health.

Speaker speaker_0: Okay. What staffing agency is it?

Speaker speaker_1: Workforce Strategies Inc.

Speaker speaker_0: Okay. And then, what are the last four of your social?

Speaker speaker_1: 6821.

Speaker speaker_0: Okay. Is Focus Workforce Management?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then your first and last name, please?

Speaker speaker_1: Pardon me?

Speaker speaker_0: Um, what's your first and last name?

Speaker speaker_1: Melvin Morgan.

Speaker speaker_0: Okay. Give me one second. Morgan is your last name?

Speaker speaker_1: Yes.

Speaker speaker_0: When did you start working with them?

Speaker speaker_1: February 17th.

Speaker speaker_0: Okay. I don't see you in the system. You said 6821 is your last four, 6821?

Speaker speaker_1: Yes. 6821.

Speaker speaker_0: And then you're with Workforce Management?

Speaker speaker_1: I don't know if it's Management or if it's Inc., uh...

Speaker speaker_0: 'Cause we do have Focus Workforce Management, but I don't see you in the system.

Speaker speaker_1: Yeah, uh, uh, so I know them as WSI, which is Workforce Strategies Inc., Incorporated. Inc.

Speaker speaker_0: Okay. Give me one second. Let me check real quick.

Speaker speaker_1: Yeah, 'cause I think they was saying something about that you guys was gonna be-

Speaker speaker_0: Oh, yeah.

Speaker speaker_1: ... taking over the new insurance or something like that.

Speaker speaker_0: Gotcha. Yes. We have a similar one, so yeah, I was looking at the wrong one. Give me one second. Let me put the right name down. There you go. I see you now. Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes. 19356 Mitchell Street, Detroit, Michigan, 48234. Date of birth is 2/26/92.

Speaker speaker_0: Okay. Thank you. 313-702-5837 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So they don't have any type of auto enrollment. Um, so they don't automatically enroll you in- into any of the plans. And then I don't see that you have any active coverage either, um, so I can't cancel something that you don't have. But if they make it You're her-...

Speaker speaker_2: You hear her.

Speaker speaker_0: ... I can still opt you out. But like I said, y- they don't auto enroll into any of the benefits. Um, and you don't have any plans either. You are within your-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... company open enrollment, which makes you eligible to enroll though. It looks like... Let me see when your last date would be. If you were to en- if you do want to enroll, your last day to do so would be April...

Speaker speaker_1: April 30th.

Speaker speaker_0: So it would actually be, let's see, uh, it would be on the 18 actually-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... of April. If you do decide to enroll, you would have to call by the 18th. Nothing passing the 18th. Um...

Speaker speaker_1: Oh, okay. Yeah, so this is mean-

Speaker speaker_0: So you don't want to enroll?

Speaker speaker_1: ... I need to drive up there then, 'cause somebody be paying me out some money and I d- I need to talk to somebody because they told me that I w- that I was automatically enrolled and that-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... you guys was taking over for the new insurance and I will automatically be enrolled in that. And they just took money out of my last paycheck because I was, uh, enrolled into some type of insurance that I don't even remember signing up for and-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I would have never done it-

Speaker speaker_0: The one, um-

Speaker speaker_1: ... because I'm not hired than a job.

Speaker speaker_0: The one that I'm looking at, Workforce Strategies, I'm looking and they don't do any type of auto enrollment. Um, I would make sure that they're giving you the correct insurance. I'm not sure if they were... I know they're Mutual RN but with us, there's no type of auto enrollment. I'm not sure if it was with the past one maybe. Um, but I'm looking right now and you're eligible to enroll. They give you 30 days from the day that you receive your first check to do so and the... Let's see. What date did I tell you? The 18 of April would be your last day if you did want to enroll into the benefits. Um, but I'm looking and you don't have any plans whatsoever and they don't even auto enroll. They don't take in the auto enrollment. They don't participate in that. So yeah, I would definitely speak to them and look at your pay stubs to see exactly what it says. Hello?

Speaker speaker_1: Okay. So they just text me and said, "Okay, you would need to call on Monday when it's officially transferred over, but just know you will no longer be charged on your pay stubs." So, you know, I don't know if-

Speaker speaker_0: So I can't give you... So I can't really give you... You would have to call Monday, um, 'cause I can't really give you information regarding a future date. Right now, what I'm seeing is that they don't auto enroll their new hires into any of the plans and that you don't have any active coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but if you're still curious, you're welcome to call back Monday. But like I said, some staffing agencies do auto enroll their new hires, um, into a plan, but they're not one of them. So I'm not sure why they even told you that. Um, but you're welcome to contact us Monday if you're still not sure. But like I said, right now, I'm looking at your file. I don't see no deductions whatsoever. I don't see any plans whatsoever. They don't auto enroll their hires into any of the plans. Um, but you are eligible to enroll if you did want to and that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... would be your deadline date.

Speaker speaker_1: Okay. Well, thank you so much work for today.

Speaker speaker_0: Mm-hmm. You're welcome. Have a nice day.

Speaker speaker_1: You as well.