

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Yes, I was calling to see what was the status on my, um, benefits? Okay. Yeah, I can check. Um, what type of agency do you work for? On Track. And then what are the last four of your Social? 9654. Thank you. And your first and last name, please? Julia McBride. For security purposes, could you please verify your address and your date of birth for me? The address was 3519, um, South Georgetown Drive, Montgomery, Alabama 36109, but I have a different address, update address now. Okay, I have that one. Um, and what was that date of birth? February 13, 1969. Is 334-314-8444 your phone number still? Yes, it is. And then I have 334-313-7413. Is that correct still? That's correct, yeah. And then I have julia, last name, 1969 at gmail.com. Is that up to date? Julia McBride 1969? Yes, it is. Okay. Thank you. It's up to date. So I'm actually looking in your file, and it looks like you don't have any active coverage. Um, so do you have any- Yeah, I was wondering why. When did it end? I had active, active coverage, and I wanted to know why it ended. I was looking at that too. It says that the coverage didn't start until... Looks like it's ended August 21st, 2024. And it said it ended 09/02/24. Yeah. So I was trying to see, why did it end like that? You mean, what? I was still working there. Who would've did that? Yeah, fuck me. One second, let me check real quick. All right. Okay. Thank you for your hold. Um, so I looked here, and it looks like w- we never deductions. So for some reason, you were never charged the deductions for your coverage to become active. So I'm gonna look more into it and I'm gonna investigate. Um, I'm gonna send this email to the main office so that we can, like, at least know why the deductions never started- Hmm. ... for your coverage to become active. Um, what were you trying to do exactly? Well, I know that I was trying to get the coverage. I wanted the coverage because I was... I mean, I paid for 'em. I want to go back in here and look and see. You said they never came out. I'm gonna have to- Yeah, no. ... look at my pay check. So they never- Yeah. We never- ... did they ever come up? No. That's why you never... Um, that's why the, the coverage never started because they never even did the deductions. So for you to have active coverage, they would have to start doing the deductions. Um, but they never... It never took place. So we never received it. Okay. So they never... That's why... Yeah. That's why you don't have active coverage. Yeah. They never took a deduction or anything, because I'm looking right now and... So is that on track for the reason why they haven't took a deduction, you all didn't take a deduction? Was they... Because it was right there for me setting it up. I set it up for it to come out, and I did get paychecks- Mm-hmm. ... for it to come out. Because my first paycheck was September the 4th there, and it didn't come out of that paycheck. No. And there was another paycheck after that. Yeah. So we never got no deduction. It looks like, um, they never even started doing them. That's why your coverage never became active. Um, but I will send them an email so that we can investigate to see why those deductions were never done. Okay. Um,

because that's why you don't have any active coverage as of now. But it should take maybe 24 to 48 hours for them to get back to me, but I will be sending- Okay. Well... um, that email regarding this. Right. Uh, who do... What I'm saying, who, who should have done this? Because you're staffing agency- Because this is my job and they need to assume. No. Oh, got it. Yeah. Yeah. Because your staff should be supposed to adjust the deduction from your paycheck and then we eventually receive it. Right. Right. Um, but that was never done. So that's why your coverage never became active, because we never got a single deduction from them. Um, but like I said, um, I will be sending an email regarding this and hopefully they get back to me pretty soon and then I'll be giving you a call. What's a good number? Is it the 844 or the 7413? No. No. It's, uh, try this number here. The three... I want you to call me at this number, my home number, the 334... Put that on there. Okay. 334-3987... 7978? Yeah. Yeah. Call me at that number there for right now. Okay. Yeah. So I'll be sending an email and then I'll definitely be letting you know what they tell me, um, so that you can be aware. Why? Mm-hmm. Yeah. I'm just wondering why they never sent anything over myself. They were shorting me 15 dollars. Yeah. Because I do see... Yeah. 'Cause I do see that you were trying to enroll, what is it? Group accident, dental, short term, critical illness, term life. All of that. Oh, yeah. Standard and behavioral health, but they never did a deduction, so that's why it never even started. Because... So that's why I've been on September the 2nd. They automatically denied my deduction. I mean, it was, it said that it was canceled on the 2nd of September. Mm-hmm. And that was- And that's when it was suppo- ... when I was working there. And that's when it was supposed to start. Yeah, on the 2nd. Mm-hmm. And then there was- And it never started because of that reason, 'cause the deduction was never taken. Hmm. So- But we will definitely investigate, 'cause I'm not... I wouldn't really be able to tell you why it didn't, but I'll definitely send it to the main office and hopefully they reach out to your staffing agency. Yeah. The main office were the people who, who had to shut it down. So they were the one that, um, that had canceled it on September the 2nd, 2024. Um, I'm not really sure. Or this is from the start? I think it was suppo- Was it supposed to start on that date? Yes, ma'am. Or it was supposed to start on the 21st? No, on the 2nd. 'Cause see, I enrolled- But it never, but it never started 'cause we never got a deduction. But I'mma send that email right now so that they can look further into it. Um... So when I... I'm ju- I'm just saying, when I enrolled on August... Was it August the 21st? Is that correct? Mm-hmm. That I enrolled? Because once you enrolled, I, I don't know how long it take for them to start the deduction. It takes one or two weeks for your staffing agency to start making the deductions. Right. So- Mm-hmm. Typically it takes one or two weeks, but they never did it, so that's why it never began. Did I, did I sign up on the 21st? When did I start enrolling? Let me see. It says... Yup. On... You signed up on August the 21st of 2024. Okay. And that's when you were signing up, but like I said, they never did the deduction, so that's why it never started. On September the 2nd, they held it. Yeah, when it came out of my first check, they didn't get that. And it didn't, so that's why it was in the red. Mm-hmm. But we're gonna investigate about what happened. Okay. All right. Okay? And then I'll be giving you a call, and if you don't answer for some reason, I'll leave you a voice message- All right. Thank you. S- ... and send you a email also. All right. Yeah. Go to my email. You got the juliamcbride, uh, 1969 at gmail? Yes, ma'am. That is McBride with a B-R-I-D-E? Uh, it's B-R-Y-D-E. Ah. It's supposed to be a I. Okay, can you spell that for me, just so that I'm sure? Yeah. It's juliamcbride, M-C-B-R-I-D-E. Okay. Got it. Thank- But my name do have a Y, but I do use... I use the I with this email. Oh, okay. So I have

juliamcbride1969@gmail.com. Mm-hmm. Y. Mm-hmm. I was just wondering why I not... You know, I didn't have the coverage. Okay. All right. Yes, ma'am. So yeah, it looks like that's the reason why, 'cause they never even did the deductions. But I'm sending the email right now. Okay. All right. Thank you. I appreciate it. You're welcome. Have a nice day. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Yes, I was calling to see what was the status on my, um, benefits?

Speaker speaker_0: Okay. Yeah, I can check. Um, what type of agency do you work for?

Speaker speaker_1: On Track.

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

Speaker speaker_1: 9654.

Speaker speaker_0: Thank you. And your first and last name, please?

Speaker speaker_1: Julia McBride.

Speaker speaker_0: For security purposes, could you please verify your address and your date of birth for me?

Speaker speaker_1: The address was 3519, um, South Georgetown Drive, Montgomery, Alabama 36109, but I have a different address, update address now.

Speaker speaker_0: Okay, I have that one. Um, and what was that date of birth?

Speaker speaker_1: February 13, 1969.

Speaker speaker_0: Is 334-314-8444 your phone number still?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: And then I have 334-313-7413. Is that correct still?

Speaker speaker_1: That's correct, yeah.

Speaker speaker_0: And then I have julia, last name, 1969 at gmail.com. Is that up to date?

Speaker speaker_1: Julia McBride 1969? Yes, it is.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: It's up to date.

Speaker speaker_0: So I'm actually looking in your file, and it looks like you don't have any active coverage. Um, so do you have any-

Speaker speaker_1: Yeah, I was wondering why. When did it end? I had active, active coverage, and I wanted to know why it ended. I was looking at that too. It says that the coverage didn't start until... Looks like it's ended August 21st, 2024. And it said it ended 09/02/24.

Speaker speaker_0: Yeah.

Speaker speaker_1: So I was trying to see, why did it end like that?

Speaker speaker_0: You mean, what?

Speaker speaker_1: I was still working there. Who would've did that?

Speaker speaker_0: Yeah, fuck me. One second, let me check real quick.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Thank you for your hold. Um, so I looked here, and it looks like w-we never deductions. So for some reason, you were never charged the deductions for your coverage to become active. So I'm gonna look more into it and I'm gonna investigate. Um, I'm gonna send this email to the main office so that we can, like, at least know why the deductions never started-

Speaker speaker_1: Hmm.

Speaker speaker_0: ... for your coverage to become active. Um, what were you trying to do exactly?

Speaker speaker_1: Well, I know that I was trying to get the coverage. I wanted the coverage because I was... I mean, I paid for 'em. I want to go back in here and look and see. You said they never came out. I'm gonna have to-

Speaker speaker_0: Yeah, no.

Speaker speaker_1: ... look at my pay check. So they never-

Speaker speaker_0: Yeah. We never-

Speaker speaker_1: ... did they ever come up?

Speaker speaker_0: No. That's why you never... Um, that's why the, the coverage never started because they never even did the deductions. So for you to have active coverage, they would have to start doing the deductions. Um, but they never... It never took place. So we never received it.

Speaker speaker_1: Okay. So they never...

Speaker speaker_0: That's why... Yeah. That's why you don't have active coverage. Yeah. They never took a deduction or anything, because I'm looking right now and...

Speaker speaker_1: So is that on track for the reason why they haven't took a deduction, you all didn't take a deduction? Was they... Because it was right there for me setting it up. I set it up for it to come out, and I did get paychecks-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for it to come out. Because my first paycheck was September the 4th there, and it didn't come out of that paycheck.

Speaker speaker_0: No.

Speaker speaker_1: And there was another paycheck after that.

Speaker speaker_0: Yeah. So we never got no deduction. It looks like, um, they never even started doing them. That's why your coverage never became active. Um, but I will send them an email so that we can investigate to see why those deductions were never done.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, because that's why you don't have any active coverage as of now. But it should take maybe 24 to 48 hours for them to get back to me, but I will be sending-

Speaker speaker_1: Okay. Well...

Speaker speaker_0: ... um, that email regarding this.

Speaker speaker_1: Right. Uh, who do... What I'm saying, who, who should have done this?

Speaker speaker_0: Because you're staffing agency-

Speaker speaker_1: Because this is my job and they need to assume. No. Oh, got it.

Speaker speaker_0: Yeah. Yeah. Because your staff should be supposed to adjust the deduction from your paycheck and then we eventually receive it.

Speaker speaker_1: Right. Right.

Speaker speaker_0: Um, but that was never done. So that's why your coverage never became active, because we never got a single deduction from them. Um, but like I said, um, I will be sending an email regarding this and hopefully they get back to me pretty soon and then I'll be giving you a call. What's a good number? Is it the 844 or the 7413?

Speaker speaker_1: No. No. It's, uh, try this number here. The three... I want you to call me at this number, my home number, the 334... Put that on there.

Speaker speaker_0: Okay.

Speaker speaker_1: 334-3987...

Speaker speaker_0: 7978?

Speaker speaker_1: Yeah. Yeah. Call me at that number there for right now.

Speaker speaker_0: Okay. Yeah. So I'll be sending an email and then I'll definitely be letting you know what they tell me, um, so that you can be aware.

Speaker speaker_1: Why?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. I'm just wondering why they never sent anything over myself. They were shorting me 15 dollars.

Speaker speaker_0: Yeah. Because I do see... Yeah. 'Cause I do see that you were trying to enroll, what is it? Group accident, dental, short term, critical illness, term life.

Speaker speaker_1: All of that.

Speaker speaker_0: Oh, yeah. Standard and behavioral health, but they never did a deduction, so that's why it never even started.

Speaker speaker_1: Because...So that's why I've been on September the 2nd. They automatically denied my deduction. I mean, it was, it said that it was canceled on the 2nd of September.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And that was-

Speaker speaker_0: And that's when it was suppo-

Speaker speaker_1: ... when I was working there.

Speaker speaker_0: And that's when it was supposed to start.

Speaker speaker_1: Yeah, on the 2nd.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then there was-

Speaker speaker_0: And it never started because of that reason, 'cause the deduction was never taken.

Speaker speaker_1: Hmm. So-

Speaker speaker_0: But we will definitely investigate, 'cause I'm not... I wouldn't really be able to tell you why it didn't, but I'll definitely send it to the main office and hopefully they reach out to your staffing agency.

Speaker speaker_1: Yeah. The main office were the people who, who had to shut it down. So they were the one that, um, that had canceled it on September the 2nd, 2024.

Speaker speaker_0: Um, I'm not really sure.

Speaker speaker_1: Or this is from the start?

Speaker speaker_0: I think it was suppo-

Speaker speaker_1: Was it supposed to start on that date?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Or it was supposed to start on the 21st?

Speaker speaker_0: No, on the 2nd.

Speaker speaker_1: 'Cause see, I enrolled-

Speaker speaker_0: But it never, but it never started 'cause we never got a deduction. But I'mma send that email right now so that they can look further into it. Um...

Speaker speaker_1: So when I... I'm ju- I'm just saying, when I enrolled on August... Was it August the 21st? Is that correct?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That I enrolled? Because once you enrolled, I, I don't know how long it take for them to start the deduction.

Speaker speaker_0: It takes one or two weeks for your staffing agency to start making the deductions.

Speaker speaker_1: Right. So-

Speaker speaker_0: Mm-hmm. Typically it takes one or two weeks, but they never did it, so that's why it never began.

Speaker speaker_1: Did I, did I sign up on the 21st? When did I start enrolling?

Speaker speaker_0: Let me see. It says... Yup. On... You signed up on August the 21st of 2024.

Speaker speaker_1: Okay.

Speaker speaker_0: And that's when you were signing up, but like I said, they never did the deduction, so that's why it never started.

Speaker speaker_1: On September the 2nd, they held it. Yeah, when it came out of my first check, they didn't get that.

Speaker speaker_0: And it didn't, so that's why it was in the red. Mm-hmm. But we're gonna investigate about what happened.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Okay? And then I'll be giving you a call, and if you don't answer for some reason, I'll leave you a voice message-

Speaker speaker_1: All right. Thank you. S-

Speaker speaker_0: ... and send you a email also.

Speaker speaker_1: All right. Yeah. Go to my email. You got the juliamcbride, uh, 1969 at gmail?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: That is McBride with a B-R-I-D-E?

Speaker speaker_0: Uh, it's B-R-Y-D-E.

Speaker speaker_1: Ah. It's supposed to be a I.

Speaker speaker_0: Okay, can you spell that for me, just so that I'm sure?

Speaker speaker_1: Yeah. It's juliamcbride, M-C-B-R-I-D-E.

Speaker speaker_0: Okay. Got it. Thank-

Speaker speaker_1: But my name do have a Y, but I do use... I use the I with this email.

Speaker speaker_0: Oh, okay. So I have juliamcbride1969@gmail.com.

Speaker speaker_1: Mm-hmm. Y. Mm-hmm. I was just wondering why I not... You know, I didn't have the coverage. Okay. All right.

Speaker speaker_0: Yes, ma'am. So yeah, it looks like that's the reason why, 'cause they never even did the deductions. But I'm sending the email right now.

Speaker speaker_1: Okay. All right. Thank you. I appreciate it.

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

Speaker speaker_1: Mm-hmm.