

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Vintage National, my name is Stephanie, how can I assist you? Yes, um, I work for Wagner Staffing and you guys took out \$14.01 for some insurance that I never signed up for, that I never wanted, and I'm trying to make sure right now, um, there's some kind of way it's canceled 'cause I want... I- I need my money. Okay. So I have to get in your file to see what's going on first, um, to let you know anything. Um, but you said you work with Wagner? Yes. Okay. And then, what are the last four of your Social? 0948. Okay, give me one second. And then, what were those numbers, I'm sorry? 0948. Okay, thank you. And your first and last name, please. Orlando Cornelius. For security purposes, I would need you to verify your full address as well as your date of birth. 1389 Arroyo Wind Drive, Macon, Georgia 31220. And your date of birth? July 5th, 1986. Okay. Did you recently move by any chance? Because I have a different address. Yes. Yes, um, the address... The old address was 6001 Thomaston Road, Macon, Georgia 31220, apartment 1901. Okay. But I went inside and changed it. I went in and- Okay. ... um, um, I originally signed up for that one at Wagner Staffing, and I went in a couple days later and changed my, changed my address. Okay, so we're really... We're just a healthcare administrator for staffing agencies. Um, we don't work in Wagner. Okay, that's fine. You can change my address, um, also on you guys' half but I don't want the insurance. I never opted in but they said- Yes, so... I still have to opt out. So- And I didn't know I had to opt out to something I never opted in. Yes, sir. So some health, um... So some agencies auto-enroll their members into a preventative plan and Wagner is one of them. So if you don't call to opt out within the 30 days of being on your personal open enrollment period, they do auto-enroll you into that plan. Yes, but I haven't even been working for them for 30 days. I haven't even been with them 30 days. So it- I started with them after... I didn't start with Wagner Staffing until after October 11th. It was like, it was like October 14th. So they give you 30- So I Yeah. ... so they give you 30 days from the day that you receive your first check, um, which is the last day to opt out of any benefits. Let me see, what was it then? Give me one second. I know it was under 30 days. They won't let you at work. Yeah. I, and, and I know it's under 30 days 'cause I ain't been with the company 30 days yet, so. Okay, give me one second. Okay. Thank you for your hold, Mr. Orlando. Um, so I'm- ... now, and it looks like you don't have active coverage, meaning we haven't received a deduction. Um, so if a deduction was done, I'm not able to see that, 'cause it says that you don't have active coverage. Um, so I can go ahead and cancel that enrollment, but I do have to notify you, um, that it looks like you have been auto-enrolled. So for Wagner, they auto-enroll their members after the first check. So, every agency is different. Um, and for Wagner, after the first check, they do auto-enroll their members. But I can go ahead and cancel your coverage. Um, coverage, any cancellations do take seven to 10 days, so you may still experience one or two deductions. Um, but I can go

ahead and do that. Okay. Do you- I can do that cancellation. Can you cancel it, please? Can you please cancel it? Okay. And then due to the fact that the call is being recorded, you said that you wanted to cancel coverage with Wagner? I wanna cancel coverage, whoever has it. I don't... I- I don't want it. Okay. Whatever they're opting me in, I do not want it. Okay, sir. Okay, I went ahead and did that cancellation. Just keep in mind, you still may experience one or two deductions. It should not pass two though. Um, um, um, it- it- it looks like they'll reimburse me, because you said you haven't got it on your end, so they got it somewhere. Um, um, what's your name, please? So, we don't do reimbursements. I- I'm, um... But my name is Stephanie. I'm not saying you. But, um, but, um, if you said you don't see any coverage, I don't have coverage with you guys. If you haven't got, if you haven't got any money, I'll talk to someone else that... Um, um, what... Um, today's date is the 7th? Mm-hmm. October 7th. Hang on, let me see what time it is. Uh, it is 1:15. Okay. Okay, thank you so much. And, um, it- it has been canceled? Yes, sir. It's been canceled. October 7th, 2024. Thank you so much, Ms. Stephanie. You have a great- You're welcome. You have a great day. Thank you. Thank you to too. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Vintage National, my name is Stephanie, how can I assist you?

Speaker speaker\_2: Yes, um, I work for Wagner Staffing and you guys took out \$14.01 for some insurance that I never signed up for, that I never wanted, and I'm trying to make sure right now, um, there's some kind of way it's canceled 'cause I want... I- I need my money.

Speaker speaker\_1: Okay. So I have to get in your file to see what's going on first, um, to let you know anything. Um, but you said you work with Wagner?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then, what are the last four of your Social?

Speaker speaker\_2: 0948.

Speaker speaker\_1: Okay, give me one second. And then, what were those numbers, I'm sorry?

Speaker speaker\_2: 0948.

Speaker speaker\_1: Okay, thank you. And your first and last name, please.

Speaker speaker\_2: Orlando Cornelius.

Speaker speaker\_1: For security purposes, I would need you to verify your full address as well as your date of birth.

Speaker speaker\_2: 1389 Arroyo Wind Drive, Macon, Georgia 31220.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: July 5th, 1986.

Speaker speaker\_1: Okay. Did you recently move by any chance? Because I have a different address.

Speaker speaker\_2: Yes. Yes, um, the address... The old address was 6001 Thomaston Road, Macon, Georgia 31220, apartment 1901.

Speaker speaker\_1: Okay.

Speaker speaker\_2: But I went inside and changed it. I went in and-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... um, um, I originally signed up for that one at Wagner Staffing, and I went in a couple days later and changed my, changed my address.

Speaker speaker\_1: Okay, so we're really... We're just a healthcare administrator for staffing agencies. Um, we don't work in Wagner.

Speaker speaker\_2: Okay, that's fine. You can change my address, um, also on you guys' half but I don't want the insurance. I never opted in but they said-

Speaker speaker\_1: Yes, so...

Speaker speaker\_2: ... I still have to opt out.

Speaker speaker\_1: So-

Speaker speaker\_2: And I didn't know I had to opt out to something I never opted in.

Speaker speaker\_1: Yes, sir. So some health, um... So some agencies auto-enroll their members into a preventative plan and Wagner is one of them. So if you don't call to opt out within the 30 days of being on your personal open enrollment period, they do auto-enroll you into that plan.

Speaker speaker\_2: Yes, but I haven't even been working for them for 30 days. I haven't even been with them 30 days.

Speaker speaker\_1: So it-

Speaker speaker\_2: I started with them after... I didn't start with Wagner Staffing until after October 11th. It was like, it was like October 14th.

Speaker speaker\_1: So they give you 30-

Speaker speaker\_2: So I

Speaker speaker\_3: Yeah.

Speaker speaker\_1: ... so they give you 30 days from the day that you receive your first check, um, which is the last day to opt out of any benefits. Let me see, what was it then? Give

me one second.

Speaker speaker\_2: I know it was under 30 days.

Speaker speaker\_3: They won't let you at work.

Speaker speaker\_2: Yeah. I, and, and I know it's under 30 days 'cause I ain't been with the company 30 days yet, so.

Speaker speaker\_1: Okay, give me one second. Okay. Thank you for your hold, Mr. Orlando. Um, so I'm- ... now, and it looks like you don't have active coverage, meaning we haven't received a deduction. Um, so if a deduction was done, I'm not able to see that, 'cause it says that you don't have active coverage. Um, so I can go ahead and cancel that enrollment, but I do have to notify you, um, that it looks like you have been auto-enrolled. So for Wagner, they auto-enroll their members after the first check. So, every agency is different. Um, and for Wagner, after the first check, they do auto-enroll their members. But I can go ahead and cancel your coverage. Um, coverage, any cancellations do take seven to 10 days, so you may still experience one or two deductions. Um, but I can go ahead and do that. Okay. Do you- I can do that cancellation. Can you cancel it, please? Can you please cancel it? Okay. And then due to the fact that the call is being recorded, you said that you wanted to cancel coverage with Wagner? I wanna cancel coverage, whoever has it. I don't... I- I don't want it. Okay. Whatever they're opting me in, I do not want it. Okay, sir. Okay, I went ahead and did that cancellation. Just keep in mind, you still may experience one or two deductions. It should not pass two though. Um, um, um, it- it- it looks like they'll reimburse me, because you said you haven't got it on your end, so they got it somewhere. Um, um, what's your name, please? So, we don't do reimbursements. I- I'm, um... But my name is Stephanie. I'm not saying you. But, um, but, um, if you said you don't see any coverage, I don't have coverage with you guys. If you haven't got, if you haven't got any money, I'll talk to someone else that... Um, um, what... Um, today's date is the 7th? Mm-hmm. October 7th. Hang on, let me see what time it is. Uh, it is 1:15. Okay. Okay, thank you so much. And, um, it- it has been canceled? Yes, sir. It's been canceled. October 7th, 2024. Thank you so much, Ms. Stephanie. You have a great- You're welcome. You have a great day. Thank you. Thank you to too. Have a nice day. You too.