

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in Your Card. My name's Stephanie. How can I assist you? Yes, ma'am. I was calling... This is Kendall Suell. I was calling, uh, about benefits that had been canceled back in February that are still being took out my check. Okay. Um, I have to open your file. What's the name of the staffing agency? PGSS Staffing. And then what are the last four of your Social? 2095. And your first and last name, please? Kendall Suell. You said 29... I'm sorry, 2095 or 2995? 2095. Okay, thank you. Is it S-U-E-L-L? Yes, ma'am. For security purposes, can you verify your address and date of birth? C49 Deer Road, 04229. And then what was that city and state, please? Milton, Tennessee. And then, um, your birthday? What was your birthday? Oh, 04-29-89. Okay. Thank you. And then I have 901-691-9872 as your phone number? Yes. All right. All right, let me take a look at it. Give me one second. Okay, sir. Thank you for your hold. So it looks like the deductions haven't stopped, because we haven't received a termination letter or form of release from your court order. This, that I- I was told yesterday that... when I called yesterday- Mm-hmm. ... someone gave me, uh, they sent a link to my email to send, um, pictures of my paychecks, uh, because they said they'd sent the consolation. Yeah. So I do see when you called in, like, two times. But I'm ju- Yeah. They, they told me, they told me that they sent the cancellation for February and it also was received to my coordinator, Miss Mary at BGSL. She also received the, the information. Okay. But like I said, since we haven't received a form of termination, there's nothing I can do. That's why you're getting the deductions, 'cause we never received that form. No, yeah, I received the... Yeah, I received it. So I'm looking at the note that the last lady that you spoke with, um, left and that's exactly what it says. So I'm just gonna bang off what the last person that you spoke with. Okay. So there has... We have not received a release form for termination notice for this, for the court order. Since this court order, I can't do anything. No, that's what I'm telling you. The... Okay. My court or- the, the cancellation was received by Miss Mary, my BGSL. She sent it in to you all, and also our email. She counseled someone. I can literally call her on the phone. Okay, that's fine. So I can send the email to the main office, um, inquiring this notice that you said that she sent, but I can't do anything at this time. Court orders, we can't really touch whatsoever. So I do have to reach out, because the last note that I'm seeing is saying otherwise. So I do understand that you're saying this, but I'm gonna say it's different. You're saying the last note that you have sent, the last note that you have sent is saying what? Yeah. So every... What I, exactly I just told you, that we have not received a release form termination notice from the court order and you're saying something different. So I'm gonna have to send an email for an investigation to be done, 'cause you're saying something else but I'm seeing something different. So I'm gonna just have to send an email to the main office to investigate. So how- 'Cause you did say that she sent it, right? So how would it be showing... So how would it be showing that it was canceled in February? No. Uh, uh, sir- Yes.

That's what was told to me yesterday, ma'am. It's... I have to send that... Okay, so like I said, we haven't received a form of termination. Um, I do have to send an email to the main office for them to investigate in that case. 'Cause you did say that she sent it, correct? To our email? You have to send it to us. And I'm telling you, the lady that I talked to yesterday told me she sees the cancellation. That's what I'm trying to tell you. The, the, the calls are being recorded, right? For insurance purposes. That's what it says, right? Okay. So basically when you saying the investigation goes in, the investigation is going to show that the woman told me this yesterday. Give me one second, sir. I'm putting you in brief hold. Oh, oh my... That's why... Oh. Okay. So I'm looking at your file right now and it looks like you even- it wasn't ever canceled. It went into a COBRA enrollment because we stopped receiving deductions. But once you started working again, that's why you started seeing those deductions again because we never received the letter- No, no, no, no. I called, I called the woman and she said she seen the cancellation. Okay. So- That's what I'm saying. That's why I'm saying we have to investigate because the calls are being recorded. They will look for the call, 'cause you said you got told yesterday that it was canceled. But I don't see that was the case, um, because I do see that we never received a release form termination. And the reason for your call was, "Why am I still seeing deductions?" Correct? Uh-huh. And that's why I'm telling you the reason why you're still seeing deductions is because we never recei- rec- received a release form. So I am gonna have to send an email to the main office to investigate, 'cause you're saying that they did, um... That's the only way it would be able to get canceled with the release form. But we haven't received that, so that's why you're still experiencing deductions. Okay. So is there a 2005 copy? Yes. Give me one second. Hey, sir. I'm about to transfer you to my supervisor, okay? All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. I was calling... This is Kendall Suell. I was calling, uh, about benefits that had been canceled back in February that are still being took out my check.

Speaker speaker_0: Okay. Um, I have to open your file. What's the name of the staffing agency?

Speaker speaker_1: PGSS Staffing.

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

Speaker speaker_1: 2095.

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

Speaker speaker_1: Kendall Suell.

Speaker speaker_0: You said 29... I'm sorry, 2095 or 2995?

Speaker speaker_1: 2095.

Speaker speaker_0: Okay, thank you. Is it S-U-E-L-L?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: C49 Deer Road, 04229.

Speaker speaker_0: And then what was that city and state, please?

Speaker speaker_1: Milton, Tennessee.

Speaker speaker_0: And then, um, your birthday? What was your birthday?

Speaker speaker_1: Oh, 04-29-89.

Speaker speaker_0: Okay. Thank you. And then I have 901-691-9872 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. All right, let me take a look at it. Give me one second. Okay, sir. Thank you for your hold. So it looks like the deductions haven't stopped, because we haven't received a termination letter or form of release from your court order.

Speaker speaker_2: This, that I- I was told yesterday that... when I called yesterday-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... someone gave me, uh, they sent a link to my email to send, um, pictures of my paychecks, uh, because they said they'd sent the consolation.

Speaker speaker_0: Yeah. So I do see when you called in, like, two times. But I'm ju-

Speaker speaker_2: Yeah. They, they told me, they told me that they sent the cancellation for February and it also was received to my coordinator, Miss Mary at BGSL. She also received the, the information.

Speaker speaker_0: Okay. But like I said, since we haven't received a form of termination, there's nothing I can do. That's why you're getting the deductions, 'cause we never received that form.

Speaker speaker_2: No, yeah, I received the... Yeah, I received it.

Speaker speaker_0: So I'm looking at the note that the last lady that you spoke with, um, left and that's exactly what it says. So I'm just gonna bang off what the last person that you spoke with.

Speaker speaker_2: Okay.

Speaker speaker_0: So there has... We have not received a release form for termination notice for this, for the court order. Since this court order, I can't do anything.

Speaker speaker_2: No, that's what I'm telling you. The... Okay. My court or- the, the cancellation was received by Miss Mary, my BGSL. She sent it in to you all, and also our email. She counseled someone. I can literally call her on the phone.

Speaker speaker_0: Okay, that's fine. So I can send the email to the main office, um, inquiring this notice that you said that she sent, but I can't do anything at this time. Court orders, we can't really touch whatsoever. So I do have to reach out, because the last note that I'm seeing is saying otherwise. So I do understand that you're saying this, but I'm gonna say it's different.

Speaker speaker_2: You're saying the last note that you have sent, the last note that you have sent is saying what?

Speaker speaker_0: Yeah. So every... What I, exactly I just told you, that we have not received a release form termination notice from the court order and you're saying something different. So I'm gonna have to send an email for an investigation to be done, 'cause you're saying something else but I'm seeing something different. So I'm gonna just have to send an email to the main office to investigate.

Speaker speaker_2: So how-

Speaker speaker_0: 'Cause you did say that she sent it, right?

Speaker speaker_2: So how would it be showing... So how would it be showing that it was canceled in February?

Speaker speaker_0: No. Uh, uh, sir-

Speaker speaker_2: Yes. That's what was told to me yesterday, ma'am.

Speaker speaker_0: It's... I have to send that... Okay, so like I said, we haven't received a form of termination. Um, I do have to send an email to the main office for them to investigate in that case. 'Cause you did say that she sent it, correct? To our email? You have to send it to us.

Speaker speaker_2: And I'm telling you, the lady that I talked to yesterday told me she sees the cancellation. That's what I'm trying to tell you. The, the, the calls are being recorded, right? For insurance purposes. That's what it says, right?

Speaker speaker_0: Okay.

Speaker speaker_2: So basically when you saying the investigation goes in, the investigation is going to show that the woman told me this yesterday.

Speaker speaker_0: Give me one second, sir. I'm putting you in brief hold.

Speaker speaker_2: Oh, oh my... That's why... Oh.

Speaker speaker_0: Okay. So I'm looking at your file right now and it looks like you even- it wasn't ever canceled. It went into a COBRA enrollment because we stopped receiving deductions. But once you started working again, that's why you started seeing those deductions again because we never received the letter-

Speaker speaker_2: No, no, no, no. I called, I called the woman and she said she seen the cancellation.

Speaker speaker_0: Okay. So-

Speaker speaker_2: That's what I'm saying.

Speaker speaker_0: That's why I'm saying we have to investigate because the calls are being recorded. They will look for the call, 'cause you said you got told yesterday that it was canceled. But I don't see that was the case, um, because I do see that we never received a release form termination. And the reason for your call was, "Why am I still seeing deductions?" Correct?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: And that's why I'm telling you the reason why you're still seeing deductions is because we never recei- rec- received a release form. So I am gonna have to send an email to the main office to investigate, 'cause you're saying that they did, um... That's the only way it would be able to get canceled with the release form. But we haven't received that, so that's why you're still experiencing deductions.

Speaker speaker_2: Okay. So is there a 2005 copy?

Speaker speaker_0: Yes. Give me one second.

Speaker speaker_3: Hey, sir. I'm about to transfer you to my supervisor, okay?

Speaker speaker_4: All right.