

Transcript: Estefania

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Full Transcript

Thank you for calling- Hello. ... Benefits dental Card, my name is Stephanie. How can I assist you? Hello, I'm just calling to double-check about my insurance because it had lapsed. Um... Mm-hmm. And, um, I did... So when I called before they said it would only be taken out of the 11th check, which I wasn't getting a check that week. I, I got, I'm getting a check this Friday and I just got the pay stub for it and it says MEC post-tax on it and I'm trying to figure out what that is. It's like a \$17 charge on my check. So, let me get in your file so that I can look at it. Okay. What staffing agency is it? WorkSmart Staffing. Okay. And then what are the last four of your Social? 1966. Your first and last name, please. Corbin Dibble. For security purposes, can you verify your address and date of birth? 25 Apt. 237. Greenville, South Carolina 29615. 0305-2002. And then it'll have 574-710-9909. Correct. Okay, let me check. And then what was the deduction for what week? Um, it was, it's... I hope it shows on your guys' end 'cause it's for this Friday. Um, but it's, uh, \$16 and, like, something, some change and it says MEC post-tax. Okay. But I canceled that plan, so I'm just trying to figure out what that, what that is. Okay, I see. So, did they tell you that it d- it does take... Let me see when you canceled it. Uh... Yeah, I asked the guy. I was like, um... He said something about it will, it would come out of the 11th check if I was getting a check that week. Um, 'cause I called and changed it, like, uh... Mm-hmm. ... two weeks ago. Um, so he said it would come out the 11th check but then he said the check on the 18th, it shouldn't come out. And that's not even the correct charge for the cert, like the insurance I had. How much were you paying? It was like 20 something dollars for the MEC plan. Is it just because my coverage lapsed or something? So, it does take seven to ten business days for the cancellations to process and it looks like- But we- And I'm looking at the ... It looks like you called on the 9th, which is last Wednesday, to take that one MEC. No, it was- You called in on the 9th. I did. You called in on the 9th to take the MEC but to keep dental and vision. And then when you recognized- But that's not even the correct charge for that plan. The plan was 20 something dollars, so what's \$16? So the- That's not the correct charge for the insurance anyways. The c-... I'm sorry. I'm trying to... The, the \$16.32 was for the MEC standalone, the one that they canceled last week. Um, and since it does take, like, sub- But the 12 month, like, it was showing it was, like, \$22 for that plan. So why's it saying it's \$16 now? Give me one second. Let me check. 'Cause I know your... The one you canceled was \$16.32 alone. Okay, 'cause before too, I don't remember it saying post-tax either. That, I don't- So... I don't... Not sure what that means. If it does mean... Do y'all still have coverage right now since, um, I was still charged for it? So, I don't have... Um, I won't be able to see... Uh, for this week, uh, let me just... Oh, weird. Okay, so for this week it says that you don't have any active coverage. For this week. But I'm being- Nor for last week. ... actively charged for it. That doesn't make any sense. So it won't be active until Friday probably when my check comes 'cause- So once you- ... that when it's gonna be- Mm-hmm. ... the money will

be paid to you guys. 'Cause we haven't... I'm not seeing that deduction. I'm... And it's probably because... When did you see it? Was it for today? Yeah, I just got my pay stub today, so if... I didn't know if it would show on your guys' end as well. Gotcha. It's not. So if I was to- And so if- ... give you guys a call back on Friday and, um, go from there. We're not open Friday. You would have to call us on Monday. Why? Why are you guys closed? Well, once they get- Oh, for Easter? Because of Good Friday. Um, so once you see the first deduction or whatever, the deduction the following Monday, it should appear. But like I've said, I'm not seeing that deduction of \$16.32. Well, who- And I'm not sure if it's because it's for today. Um, I'm not sure. I just... I don't... I tried to double check with the guy to make sure I w- it wouldn't come out of this check and he said it wouldn't. So that's the reason I'm kind of frustrated because I tried to make sure. Yep, because I do see- And he said it wouldn't be deducted. I do see... Um, I do see that they left the note for last week though. So did you call last week or... 'Cause you're seeing a guy and it was a girl who you spoke with. Oh, I couldn't tell on the phone. I really don't care what their gender was, but they did tell me that it wouldn't be deducted from the check on the 18th. Okay, 'cause- That's all because... Okay, 'cause if it was for last week, like I said, it does take- No, I told them I wasn't working. I did... I won't be getting a paycheck on the 11th and I'll get- Mm-hmm. ... be getting one on the 18th and they told me it wouldn't be deducted on the 18th, so. Okay, like I said, I don't see that deduction. You're welcome to contact us back on Monday to see if we're seeing it. But like I said, I don't see that deduction and I don't even see that you have coverage for this week nor last week. The last week, that is- I guess that's probably because, um, it lapsed. I haven't gotten a check in two weeks. Mm-hmm. I'll be getting a check this Friday so I'll give you guys a call back on Monday. Okay, yep, that's fine.

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: Hello.

Speaker speaker_0: ... Benefits dental Card, my name is Stephanie. How can I assist you?

Speaker speaker_1: Hello, I'm just calling to double-check about my insurance because it had lapsed. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, um, I did... So when I called before they said it would only be taken out of the 11th check, which I wasn't getting a check that week. I, I got, I'm getting a check this Friday and I just got the pay stub for it and it says MEC post-tax on it and I'm trying to figure out what that is. It's like a \$17 charge on my check.

Speaker speaker_0: So, let me get in your file so that I can look at it.

Speaker speaker_1: Okay.

Speaker speaker_0: What staffing agency is it?

Speaker speaker_1: WorkSmart Staffing.

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

Speaker speaker_1: 1966.

Speaker speaker_0: Your first and last name, please.

Speaker speaker_1: Corbin Dibble.

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

Speaker speaker_1: 25

Speaker speaker_3: Apt. 237. Greenville, South Carolina 29615. 0305-2002.

Speaker speaker_0: And then it'll have 574-710-9909.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, let me check. And then what was the deduction for what week?

Speaker speaker_1: Um, it was, it's... I hope it shows on your guys' end 'cause it's for this Friday. Um, but it's, uh, \$16 and, like, something, some change and it says MEC post-tax.

Speaker speaker_0: Okay.

Speaker speaker_1: But I canceled that plan, so I'm just trying to figure out what that, what that is.

Speaker speaker_0: Okay, I see. So, did they tell you that it d- it does take... Let me see when you canceled it. Uh...

Speaker speaker_1: Yeah, I asked the guy. I was like, um... He said something about it will, it would come out of the 11th check if I was getting a check that week. Um, 'cause I called and changed it, like, uh...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... two weeks ago. Um, so he said it would come out the 11th check but then he said the check on the 18th, it shouldn't come out. And that's not even the correct charge for the cert, like the insurance I had.

Speaker speaker_0: How much were you paying?

Speaker speaker_1: It was like 20 something dollars for the MEC plan. Is it just because my coverage lapsed or something?

Speaker speaker_0: So, it does take seven to ten business days for the cancellations to process and it looks like-

Speaker speaker_1: But we-

Speaker speaker_0: And I'm looking at the ... It looks like you called on the 9th, which is last Wednesday, to take that one MEC.

Speaker speaker_1: No, it was-

Speaker speaker_0: You called in on the 9th.

Speaker speaker_1: I did.

Speaker speaker_0: You called in on the 9th to take the MEC but to keep dental and vision. And then when you recognized-

Speaker speaker_1: But that's not even the correct charge for that plan. The plan was 20 something dollars, so what's \$16?

Speaker speaker_0: So the-

Speaker speaker_1: That's not the correct charge for the insurance anyways.

Speaker speaker_0: The c-... I'm sorry. I'm trying to... The, the \$16.32 was for the MEC standalone, the one that they canceled last week. Um, and since it does take, like, sub-

Speaker speaker_1: But the 12 month, like, it was showing it was, like, \$22 for that plan. So why's it saying it's \$16 now?

Speaker speaker_0: Give me one second. Let me check. 'Cause I know your... The one you canceled was \$16.32 alone.

Speaker speaker_1: Okay, 'cause before too, I don't remember it saying post-tax either.

Speaker speaker_0: That, I don't-

Speaker speaker_1: So...

Speaker speaker_0: I don't... Not sure what that means.

Speaker speaker_1: If it does mean... Do y'all still have coverage right now since, um, I was still charged for it?

Speaker speaker_0: So, I don't have... Um, I won't be able to see... Uh, for this week, uh, let me just... Oh, weird. Okay, so for this week it says that you don't have any active coverage. For this week.

Speaker speaker_1: But I'm being-

Speaker speaker_0: Nor for last week.

Speaker speaker_1: ... actively charged for it. That doesn't make any sense. So it won't be active until Friday probably when my check comes 'cause-

Speaker speaker_0: So once you-

Speaker speaker_1: ... that when it's gonna be-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the money will be paid to you guys.

Speaker speaker_0: 'Cause we haven't... I'm not seeing that deduction. I'm... And it's probably because... When did you see it? Was it for today?

Speaker speaker_1: Yeah, I just got my pay stub today, so if... I didn't know if it would show on your guys' end as well.

Speaker speaker_0: Gotcha. It's not.

Speaker speaker_1: So if I was to-

Speaker speaker_0: And so if-

Speaker speaker_1: ... give you guys a call back on Friday and, um, go from there.

Speaker speaker_0: We're not open Friday. You would have to call us on Monday.

Speaker speaker_1: Why? Why are you guys closed?

Speaker speaker_0: Well, once they get-

Speaker speaker_1: Oh, for Easter?

Speaker speaker_0: Because of Good Friday. Um, so once you see the first deduction or whatever, the deduction the following Monday, it should appear. But like I've said, I'm not seeing that deduction of \$16.32.

Speaker speaker_1: Well, who-

Speaker speaker_0: And I'm not sure if it's because it's for today.

Speaker speaker_1: Um, I'm not sure. I just... I don't... I tried to double check with the guy to make sure I w- it wouldn't come out of this check and he said it wouldn't. So that's the reason I'm kind of frustrated because I tried to make sure.

Speaker speaker_0: Yep, because I do see-

Speaker speaker_1: And he said it wouldn't be deducted.

Speaker speaker_0: I do see... Um, I do see that they left the note for last week though. So did you call last week or... 'Cause you're seeing a guy and it was a girl who you spoke with.

Speaker speaker_1: Oh, I couldn't tell on the phone. I really don't care what their gender was, but they did tell me that it wouldn't be deducted from the check on the 18th.

Speaker speaker_0: Okay, 'cause-

Speaker speaker_1: That's all because...

Speaker speaker_0: Okay, 'cause if it was for last week, like I said, it does take-

Speaker speaker_1: No, I told them I wasn't working. I did... I won't be getting a paycheck on the 11th and I'll get-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... be getting one on the 18th and they told me it wouldn't be deducted on the 18th, so.

Speaker speaker_0: Okay, like I said, I don't see that deduction. You're welcome to contact us back on Monday to see if we're seeing it. But like I said, I don't see that deduction and I don't even see that you have coverage for this week nor last week. The last week, that is-

Speaker speaker_1: I guess that's probably because, um, it lapsed. I haven't gotten a check in two weeks.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'll be getting a check this Friday so I'll give you guys a call back on Monday.

Speaker speaker_0: Okay, yep, that's fine.