

## Transcript: Estefania

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### Full Transcript

... ud. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes. Um, I just, uh, got the Benefits in a Card, and I wanna see exactly what it covers. I gotta see my work. Okay. Yes, sir. What staffing agency are you working with? Uh, Crown Staffing. And then what are the last, um, four numbers of your Social? 5925. And my name's Douglas Harding. You said 5925? Yes, ma'am. Okay. And you're with Crown? Yes. They've been, uh, taking like \$7 and some change out of my check every week. I tell you. Sorry, I thought... I thought you said Creative Circle. I don't know why... Um, but you're with Crown. Douglas. Okay. And then I do need you to verify your address and date of birth for security purposes. Okay. It's 415 Mac Walters Road, Shelbyville, Kentucky 465. And then your- And my- ... date of birth? My birthday is 1/2/85. Okay. 352-763-0433 is your phone number? Uh, well, actually, it's off right now. I'm getting a different one today, and then I'll call back and verify my new number. Okay. That's fine. Thank you. Then I have Doug...

DougKHarding85@gmail.com? Yes. Okay. So, I was gonna tell you that they do auto enroll their new hires into a plan called the NEC Telarets. This plan is only a preventative plan that does require you to stay within network to be covered. It covers only preventative services such as a physical, some vaccines, cancer screening, STD screening, colonoscopies. So, it's only a preventative plan. It will not cover any doctor visits if sick, hospital visits if injured- Mm-hmm. ... urgent care, emergency room, nor surgery. So, it's only preventative. Um, and since you didn't call to opt out from it, they did automatically enroll you into that benefit. And it looks like they're taking a weekly deduction of \$15.67, um, for that plan. Did you want to cancel it? Yes. Yeah. Okay. That's fine. Um, I do have to advise to you that it does take seven to ten business days for any cancellations to process. So, due to that, there is a possibility that after this cancellation, you may experience one deduction or two. If you do experience two, it shouldn't pass those two. Okay? Yeah, but they never told me. They've just been taking it out. And I just found out- Now, I'm not... I'm not sure how the staffing agency communicated with their new hires, um, but I know it is- They don't say nothing about it. ... something that they're- That's what I'm saying. I can't get that money reimbursed back, can I? No, sir. Unfortunately not, since it is like- It's just lost. ... insurance. Yeah. And then, um, like we don't even work in Crown. We just administrate their agency. So, unfortunately- Yeah. I understand. ... there's no refunds. I'm sorry, but I'm gonna go ahead and- Go ahead. It's okay. ... cancel it. The good thing is they only automatically enroll you into one, and it's not like a lot. Okay, so after I cancel it, they won't take no more money out of my check? So, due to the fact that it does take seven to ten business days for the cancellations to process, there is a possibility that you may see one or two deductions. Hopefully it's only one, but if you do see two, it is kind of normal, um, and I wouldn't- Okay. But then after that it- ... worry that. It won't... After that- Correct. ... they won't take no more? Okay. Correct. Mm-hmm. Okay. Yeah. I would like to cancel that.



Speaker speaker\_0: Okay. So, I was gonna tell you that they do auto enroll their new hires into a plan called the NEC Telarets. This plan is only a preventative plan that does require you to stay within network to be covered. It covers only preventative services such as a physical, some vaccines, cancer screening, STD screening, colonoscopies. So, it's only a preventative plan. It will not cover any doctor visits if sick, hospital visits if injured-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... urgent care, emergency room, nor surgery. So, it's only preventative. Um, and since you didn't call to opt out from it, they did automatically enroll you into that benefit. And it looks like they're taking a weekly deduction of \$15.67, um, for that plan. Did you want to cancel it?

Speaker speaker\_1: Yes. Yeah.

Speaker speaker\_0: Okay. That's fine. Um, I do have to advise to you that it does take seven to ten business days for any cancellations to process. So, due to that, there is a possibility that after this cancellation, you may experience one deduction or two. If you do experience two, it shouldn't pass those two. Okay?

Speaker speaker\_1: Yeah, but they never told me. They've just been taking it out. And I just found out-

Speaker speaker\_0: Now, I'm not... I'm not sure how the staffing agency communicated with their new hires, um, but I know it is-

Speaker speaker\_1: They don't say nothing about it.

Speaker speaker\_0: ... something that they're-

Speaker speaker\_1: That's what I'm saying. I can't get that money reimbursed back, can I?

Speaker speaker\_0: No, sir. Unfortunately not, since it is like-

Speaker speaker\_1: It's just lost.

Speaker speaker\_0: ... insurance.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then, um, like we don't even work in Crown. We just administrate their agency. So, unfortunately-

Speaker speaker\_1: Yeah. I understand.

Speaker speaker\_0: ... there's no refunds. I'm sorry, but I'm gonna go ahead and-

Speaker speaker\_1: Go ahead. It's okay.

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