

Transcript: Estefania

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Full Transcript

Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, my name is Nathan Flores. Uh, I was just calling in regards of a... I had a few questions. Um, I was just trying to kind of see, um, what was being deducted for me. What staffing agency do you work for? Uh, Carlton. Okay. And then what are the last four of your social? Uh, 7533. Okay. And then you said your name was Nathan Flores? Yes, ma'am. Okay. With, um... For security purposes, can you verify your address and date of birth? Yeah. My date of birth is 9-17-99. And then my address is going to be 11011 Sharpview Drive. City and state? Uh, Houston, Texas 77072. Okay, then, um, date of birth, please? Uh, 9-17-99. Okay. I have 346-524-3313 as your phone number? Yes, ma'am. I have nrflores01@yahoo.com. Yes. Okay. And then I have the MEC Tele... Okay. So, it looks like, um, you were automatically enrolled into the MEC Tele-RRS, which is only a preventative plan. Meaning, that that plan covers only like a physical, some vaccines, some cancer, a C-screen, but it doesn't cover any doctor visits, if sick. Um- Oh, okay. What was your question that you had? Uh, that was pretty much my question. I was kind of just trying to remove anything that I didn't really need, or necessarily don't use, in this... my case. Okay. Um, did you want to enroll into anything else? 'Cause it looks like you still can. Your last day to enroll, if you did want to add new plans, would be a... Oh, actually, never mind. Let me make sure. I would have to wait? It looks like... It looked like it passed already, January the 1st. So you're good to wait. Which, which is fine because, um, I was actually... I'm also enrolled through my m- my mother and her job. She already had something long going before I started this one, so- So I was actually wrong. You still could enroll if you did want to. Your... They give you 30 days from the time that you receive your first check to be eligible. Um, so your last day, if you did want to enroll would be the 2nd of May. Um, but if you don't want to be enrolled, you do have to opt out, 'cause it looks like they haven't done any... They haven't, um... Well, it looks like you have already been enrolled into it. So, if you don't want it anymore, I can go ahead and cancel that. Yeah. I pretty much, um... Well, a- as of now, I'm pretty much covered on everything as far as dental, vision, everything. So I think I'll just hold off as of now and I do know I have a cut-off date, until like- Mm-hmm. ... there's another set of months, right? That I have to wait? Well, the last... They give you 30 days from the time that you receive your first check. If you did want to enroll, your last day to do so would be May 2nd. Okay, no. How long would I have to wait after that? After that you would have to wait for the next company open enrollment, which for Carlton... Let me see what month that is. In... Okay, one second. Let me check real quick. Quick. That's gonna be, uh, n- not until the month of December. So it looks like last year was between December 23rd up until January 31st. And then- Okay. ... if we were... And then it became effective for those people that did enroll around that time around January the 6th. And so it looks like their company open enrollment is December. So after May s- Did I say May 2nd? After May 2nd-

Yeah. ... if you don't call to enroll, you would have to wait til the month of December when they're back with an enrollment. Okay, which is fine. Okay, that's fine. Yeah. I guess for now you could kind of just un- enroll me from everything. Um, I should be good as of now. Okay. Um, I do have to let you know I went ahead and canceled it. But I do have to let you know that they did enroll you already into that, um, preventative which was the one that they do the auto-enrollment into. So, there is a possibility that you may experience one or two deductions after the cancelation. Right. Yeah, 'cause it... They... Yeah, they did tell me the first day to call immediately. I was just procrastinating. So yeah, I am aware that it is probably going to hit me the first, you know, two, two checks or so. Yeah. So it might be a once, once. Um, but if it hits twice, it's just, it's normal. It wouldn't hit more than twice. Mm-hmm. And what is that fee? It is... Let me see. It's no more than \$20. Okay. It is \$16.05. Right. And that's what they're telling. Yeah, that's fine. Uh, I'll just go ahead and I guess from this point on just go f- do it like that. Okay. Yes, sir. And I went ahead and opted you out from like the auto-enrollment, so. Okay, perfect. Mm-hmm. Did you have any other questions for me? Uh, no, that was it. I was just trying to kind of enroll myself on what I didn't need to. That was it. Thank you for helping me. You're welcome. Have a nice day, sir. You too. Buh-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Uh, my name is Nathan Flores. Uh, I was just calling in regards of a... I had a few questions. Um, I was just trying to kind of see, um, what was being deducted for me.

Speaker speaker_1: What staffing agency do you work for?

Speaker speaker_0: Uh, Carlton.

Speaker speaker_1: Okay. And then what are the last four of your social?

Speaker speaker_0: Uh, 7533.

Speaker speaker_1: Okay. And then you said your name was Nathan Flores?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. With, um... For security purposes, can you verify your address and date of birth?

Speaker speaker_0: Yeah. My date of birth is 9-17-99. And then my address is going to be 11011 Sharpview Drive.

Speaker speaker_1: City and state?

Speaker speaker_0: Uh, Houston, Texas 77072.

Speaker speaker_1: Okay, then, um, date of birth, please?

Speaker speaker_0: Uh, 9-17-99.

Speaker speaker_1: Okay. I have 346-524-3313 as your phone number?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I have nrflores01@yahoo.com.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. And then I have the MEC Tele... Okay. So, it looks like, um, you were automatically enrolled into the MEC Tele-RRS, which is only a preventative plan. Meaning, that that plan covers only like a physical, some vaccines, some cancer, a C-screen, but it doesn't cover any doctor visits, if sick. Um-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: What was your question that you had?

Speaker speaker_0: Uh, that was pretty much my question. I was kind of just trying to remove anything that I didn't really need, or necessarily don't use, in this... my case.

Speaker speaker_1: Okay. Um, did you want to enroll into anything else? 'Cause it looks like you still can. Your last day to enroll, if you did want to add new plans, would be a... Oh, actually, never mind. Let me make sure.

Speaker speaker_0: I would have to wait?

Speaker speaker_1: It looks like... It looked like it passed already, January the 1st. So you're good to wait.

Speaker speaker_0: Which, which is fine because, um, I was actually... I'm also enrolled through my m- my mother and her job. She already had something long going before I started this one, so-

Speaker speaker_1: So I was actually wrong. You still could enroll if you did want to. Your... They give you 30 days from the time that you receive your first check to be eligible. Um, so your last day, if you did want to enroll would be the 2nd of May. Um, but if you don't want to be enrolled, you do have to opt out, 'cause it looks like they haven't done any... They haven't, um... Well, it looks like you have already been enrolled into it. So, if you don't want it anymore, I can go ahead and cancel that.

Speaker speaker_0: Yeah. I pretty much, um... Well, a- as of now, I'm pretty much covered on everything as far as dental, vision, everything. So I think I'll just hold off as of now and I do know I have a cut-off date, until like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... there's another set of months, right? That I have to wait?

Speaker speaker_1: Well, the last... They give you 30 days from the time that you receive your first check. If you did want to enroll, your last day to do so would be May 2nd.

Speaker speaker_0: Okay, no. How long would I have to wait after that?

Speaker speaker_1: After that you would have to wait for the next company open enrollment, which for Carlton... Let me see what month that is. In... Okay, one second. Let me check real quick. Quick. That's gonna be, uh, n- not until the month of December. So it looks like last year was between December 23rd up until January 31st. And then-

Speaker speaker_0: Okay.

Speaker speaker_1: ... if we were... And then it became effective for those people that did enroll around that time around January the 6th. And so it looks like their company open enrollment is December. So after May s- Did I say May 2nd? After May 2nd-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... if you don't call to enroll, you would have to wait til the month of December when they're back with an enrollment.

Speaker speaker_0: Okay, which is fine. Okay, that's fine. Yeah. I guess for now you could kind of just un- enroll me from everything. Um, I should be good as of now.

Speaker speaker_1: Okay. Um, I do have to let you know I went ahead and canceled it. But I do have to let you know that they did enroll you already into that, um, preventative which was the one that they do the auto-enrollment into. So, there is a possibility that you may experience one or two deductions after the cancelation.

Speaker speaker_0: Right. Yeah, 'cause it... They... Yeah, they did tell me the first day to call immediately. I was just procrastinating. So yeah, I am aware that it is probably going to hit me the first, you know, two, two checks or so.

Speaker speaker_1: Yeah. So it might be a once, once. Um, but if it hits twice, it's just, it's normal. It wouldn't hit more than twice. Mm-hmm.

Speaker speaker_0: And what is that fee?

Speaker speaker_1: It is... Let me see. It's no more than \$20.

Speaker speaker_0: Okay.

Speaker speaker_1: It is \$16.05.

Speaker speaker_0: Right. And that's what they're telling. Yeah, that's fine. Uh, I'll just go ahead and I guess from this point on just go f- do it like that.

Speaker speaker_1: Okay. Yes, sir. And I went ahead and opted you out from like the auto-enrollment, so.

Speaker speaker_0: Okay, perfect.

Speaker speaker_1: Mm-hmm. Did you have any other questions for me?

Speaker speaker_0: Uh, no, that was it. I was just trying to kind of enroll myself on what I didn't need to. That was it. Thank you for helping me.

Speaker speaker_1: You're welcome. Have a nice day, sir.

Speaker speaker_0: You too. Buh-bye.