

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Um, I were called before to cancel my benefits and, uh, they're still taking it out from my check. And they told me that they're gonna stop taking it out. Okay, I can take a look if you like. Cancellations do take seven to ten business days from when they're processed to take effect. Mm-hmm. What staffing company do you work with? Uh, Social Staffing. What are the last four of your Social? 2004. And your last name, please. Uh, Villareal-Garcia. Please verify your mailing address and your date of birth to make sure we have the right account in front of me. Yes. The address is 19- 1977 Bluebird Court, Middletown, Ohio 45044 and my date of birth is, uh, March 26, 1969. I have a phone number to reach you, 513-519-5086. Yeah. And I have your email down as susanacaldO207@gmail.com. Yes. Yes, ma'am? It shows here that you called in on the 22nd to request for the cancellation which has been processed. Per our system we did not receive any payment for this week's benefits so your cancellation was completed already. Yeah, but they took out from my check this week. I mean, last week. Last week from the 21st to the 1st? Yeah. Hold on, I have my check right here. Um, my pay for, uh, the... Yeah, my check date was 11/29 and they took out 15/16. What pay period was that from? Um, let me check the calendar one second, the 29th. It was 18... 24 I think? I don't know. Okay, so we didn't receive that payment that was deducted from your pay stub. For our records we only receive one payment and that was for the week of November 25th to the 1st of December which was Sunday. Mm-hmm. We haven't received a payment. They took out... They took out this one and the other one. Okay, and I do understand that ma'am but in our system we only receive one payment for the week that I advised you of, November 25th to December 1st. For this week from Nov... I mean from... We have not received that payment. So... If you like I can put a ticket in but I'm not 100% sure that we'll be able to resolve it just due to the fact that we didn't receive that money. So they're gonna return my money back this week? I wouldn't know ma'am, that's why I'm offering to open an order. If you want me... I have my other check right here, my other pay stub right here for the week ending November 22nd that they took out which was the first time that they take it out 15/16. And then for the week ending November 29th they took out 15/16 off again. So there's two payments for two weeks that they took out. If I'm not mistaken that's a one digit deduction that's disclosed on the cancellation disclosure. At this moment, Ms. Villareal, the only thing that I can really do is put a ticket if you like. We don't have access to your pay stub only Surge does. They are the one that sends the payment over. Yeah, this is the one that they gave me in the office, this pay stub. But are they gonna take it out from this week's, I mean, you know, this Friday? One second, we don't have access to your pay stub, only Surge does. Per our system your policy has already been canceled. No, it doesn't say if it's canceled or not. They told me to call you, that's why I called you. Yes,

ma'am, I understand and I'm advising you that it has been canceled as of December 1st. But in regards to the payment that you called in regards to, the only thing that I can possibly do to assist you is open a ticket due to the fact that our system doesn't reflect that payment being received. Okay, there is an email that I can send the proof that I have my pay stubs taking it out the money? Okay. So just to make sure we're on the same page, Ms. Villareal, I'm not saying that they didn't take it, but what I'm advising you of due to the fact that our system doesn't reflect it the only thing that I can do for you is open a ticket. Opening a ticket will mean having to first look into it. Okay. Yes, please. Okay, I'll send it to you from info@benefitsinacard which is our office email. You reply back to that with the pay stub and it should take four to 48 hours for us to reply back to you in regards to that ticket. All right. Thank you. No problem. Is there anything else we can assist you with today? No, that should be it. Have a wonderful rest of your day. Thank you for calling Benefits in a Card today. Perfect, thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker_2: Hi. Um, I were called before to cancel my benefits and, uh, they're still taking it out from my check. And they told me that they're gonna stop taking it out.

Speaker speaker_1: Okay, I can take a look if you like. Cancellations do take seven to ten business days from when they're processed to take effect.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Social Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 2004.

Speaker speaker_1: And your last name, please.

Speaker speaker_2: Uh, Villareal-Garcia.

Speaker speaker_1: Please verify your mailing address and your date of birth to make sure we have the right account in front of me.

Speaker speaker_2: Yes. The address is 19- 1977 Bluebird Court, Middletown, Ohio 45044 and my date of birth is, uh, March 26, 1969.

Speaker speaker_1: I have a phone number to reach you, 513-519-5086.

Speaker speaker_2: Yeah.

Speaker speaker_1: And I have your email down as susanacaldO207@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Yes, ma'am? It shows here that you called in on the 22nd to request for the cancellation which has been processed. Per our system we did not receive any payment for this week's benefits so your cancellation was completed already.

Speaker speaker_2: Yeah, but they took out from my check this week. I mean, last week.

Speaker speaker_1: Last week from the 21st to the 1st?

Speaker speaker_2: Yeah. Hold on, I have my check right here. Um, my pay for, uh, the... Yeah, my check date was 11/29 and they took out 15/16.

Speaker speaker_1: What pay period was that from?

Speaker speaker_2: Um, let me check the calendar one second, the 29th. It was 18... 24 I think? I don't know.

Speaker speaker_1: Okay, so we didn't receive that payment that was deducted from your pay stub. For our records we only receive one payment and that was for the week of November 25th to the 1st of December which was Sunday.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We haven't received a payment.

Speaker speaker_2: They took out... They took out this one and the other one.

Speaker speaker_1: Okay, and I do understand that ma'am but in our system we only receive one payment for the week that I advised you of, November 25th to December 1st. For this week from Nov... I mean from... We have not received that payment.

Speaker speaker_2: So...

Speaker speaker_1: If you like I can put a ticket in but I'm not 100% sure that we'll be able to resolve it just due to the fact that we didn't receive that money.

Speaker speaker_2: So they're gonna return my money back this week?

Speaker speaker_1: I wouldn't know ma'am, that's why I'm offering to open an order. If you want me...

Speaker speaker_2: I have my other check right here, my other pay stub right here for the week ending November 22nd that they took out which was the first time that they take it out 15/16. And then for the week ending November 29th they took out 15/16 off again. So there's two payments for two weeks that they took out.

Speaker speaker_1: If I'm not mistaken that's a one digit deduction that's disclosed on the cancellation disclosure. At this moment, Ms. Villareal, the only thing that I can really do is put a ticket if you like. We don't have access to your pay stub only Surge does. They are the one that sends the payment over.

Speaker speaker_2: Yeah, this is the one that they gave me in the office, this pay stub. But are they gonna take it out from this week's, I mean, you know, this Friday?

Speaker speaker_1: One second, we don't have access to your pay stub, only Surge does. Per our system your policy has already been canceled.

Speaker speaker_2: No, it doesn't say if it's canceled or not. They told me to call you, that's why I called you.

Speaker speaker_1: Yes, ma'am, I understand and I'm advising you that it has been canceled as of December 1st. But in regards to the payment that you called in regards to, the only thing that I can possibly do to assist you is open a ticket due to the fact that our system doesn't reflect that payment being received.

Speaker speaker_2: Okay, there is an email that I can send the proof that I have my pay stubs taking it out the money?

Speaker speaker_1: Okay. So just to make sure we're on the same page, Ms. Villareal, I'm not saying that they didn't take it, but what I'm advising you of due to the fact that our system doesn't reflect it the only thing that I can do for you is open a ticket. Opening a ticket will mean having to first look into it.

Speaker speaker_2: Okay. Yes, please.

Speaker speaker_1: Okay, I'll send it to you from info@benefitsinacard which is our office email. You reply back to that with the pay stub and it should take four to 48 hours for us to reply back to you in regards to that ticket.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Is there anything else we can assist you with today?

Speaker speaker_2: No, that should be it.

Speaker speaker_1: Have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: Perfect, thank you.