

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Uh, my name is Kayla Sevilá. Um, I get paid through Dougherty Staffing and I opted out of medical, but it's getting taken out of my paycheck. Okay. Let's take a look. What are the last four of your Social? 1969. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 26 Mobile Drive, Randall, Minnesota, 56475. And, uh... I'm sorry, what was the second thing you said? Your date of birth. Date of birth. 5/13/87. Sorry. We have best contact 320-232-3974- Oh. ... with the email of first initial last name 830 at gmail.com? Yep. And how is the deduction labeled on your paycheck? What was that? Yes, ma'am. How is that deduction labeled on your paycheck? Um, there is FICA-EE and MED-EE. Ma'am, those are federal state deductions. That's something the government takes out, myself included have to pay those. You don't actually have any coverage with Dougherty Staffing. That's the reason why I asked how it was deducted, 'cause on my system, we haven't received any payment and your specific staffing company doesn't do auto-enrollment. So those are actual federal taxes that you're seeing being deducted from your paycheck. Okay. That's really weird because, like, you know how it also has federal income for taxes? I have nothing taken out for federal income, but there is the FICA-EE and MED-EE that's getting taken out. So if you were to actually go ahead and put into Google "FICA-EE on my paycheck," it will inform you that it is a Federal Insurance Contribution Act deduction. But as far as any other of those taxes deductions go, as we're just an administrator, we wouldn't have any information on those. Okay. So, this is all federal? Yes, ma'am. All right. Thank you so much. My pleasure. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Uh, my name is Kayla Sevilá. Um, I get paid through Dougherty Staffing and I opted out of medical, but it's getting taken out of my paycheck.

Speaker speaker_0: Okay. Let's take a look. What are the last four of your Social?

Speaker speaker_1: 1969.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 26 Mobile Drive, Randall, Minnesota, 56475. And, uh... I'm sorry, what was the second thing you said?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth. 5/13/87. Sorry.

Speaker speaker_0: We have best contact 320-232-3974-

Speaker speaker_1: Oh.

Speaker speaker_0: ... with the email of first initial last name 830 at gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: And how is the deduction labeled on your paycheck?

Speaker speaker_1: What was that?

Speaker speaker_0: Yes, ma'am. How is that deduction labeled on your paycheck?

Speaker speaker_1: Um, there is FICA-EE and MED-EE.

Speaker speaker_0: Ma'am, those are federal state deductions. That's something the government takes out, myself included have to pay those. You don't actually have any coverage with Dougherty Staffing. That's the reason why I asked how it was deducted, 'cause on my system, we haven't received any payment and your specific staffing company doesn't do auto-enrollment. So those are actual federal taxes that you're seeing being deducted from your paycheck.

Speaker speaker_1: Okay. That's really weird because, like, you know how it also has federal income for taxes? I have nothing taken out for federal income, but there is the FICA-EE and MED-EE that's getting taken out.

Speaker speaker_0: So if you were to actually go ahead and put into Google "FICA-EE on my paycheck," it will inform you that it is a Federal Insurance Contribution Act deduction. But as far as any other of those taxes deductions go, as we're just an administrator, we wouldn't have any information on those.

Speaker speaker_1: Okay. So, this is all federal?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too.