

## **Transcript: Justin**

**Mills-4759515844886528-6550707393839104**

### **Full Transcript**

... this is Justin. How can I help you today? I already spoke to somebody about maybe 20, not even 10 minutes ago, uh, regarding benefits had, to be, uh, uh, declined. So she said she had processed it, but then she left me a voicemail just about two minutes ago saying that those were already pending, which I don't understand because I'd barely received a text from you guys earlier this morning telling me to call this number about 100 pounds. So now she's telling me that it takes one to two weeks for those to be canceled. I, I don't want... I can't afford more deductions on this measly paycheck. So, uh, what am I looking at here that you guys are... 'Cause I didn't... I wasn't even aware. My name's Jose Puente. If you can pull up the information, uh, that way I can give it to you? Yeah. What's the staffing agency you work for and the last four of your social? Shh- t- Charleston Staffing. And the last four of your social- And, uh, 9245. I'm sorry, 9245. And for security purposes, could you verify your home address, including city, state and zip code, Jose? 735 International Boulevard, Houston, Texas, Apartment 93, 77024. And your date of birth? 9/24/73. And a good telephone number I have is 346-293-8154. Yes. And the email I have jpunte2844@gmail? Uh-huh. Okay, so let's see here. Let me look at the file and see what's going on. So I do see where you did call to decline the auto-enrollment. However, the second outbound call to you from that same representative was to advise you that Charleston Staffing auto-enrolls their new hires into a medical plan. Um, so she just made the outbound call to you to advise you of that and advise you of the cancellation process. So she canceled the pending request sent for enrollment, um, so there will be one deduction that does come off. But after that, you should be officially canceled. Um, but yes, the reason why you were auto-enrolled is because Charleston Staffing auto-enrolled you into that medical plan. Yeah. K- Charleston is wrong doing that practice. Th- They're not even gonna give you a choice not to do that when p-... I, I'm a veteran. I have VA. I don't need any of that crap. So it's- I totally understand. ... money just thrown away. What's this? I totally understand. Do you know what the amount is? Um, let me see. So it looks like that deduction was \$16.05 per week. However, I do know that, um, during your onboarding paperwork i- there should have been an acknowledgement about the auto-enrollment. Yeah. No, you're right. But then when I call them, they're like, "Oh, you're gonna have to call or... but you can't yet until..." It's confusing, the instructions they give you, 'cause they're not clear. Yeah, i- it's all right, man. I, I appreciate it. I'll, I'll talk to them. Um, I mean, unfortunately I'll just have to wait, like you say. That's it. But there's nothing you guys are doing on, on your end. So, uh, I appreciate the info. You're welcome. You have a great day, okay, Jose? All right. Bye-bye. All right. B-

### **Conversation Format**

Speaker speaker\_0: ... this is Justin. How can I help you today?

Speaker speaker\_1: I already spoke to somebody about maybe 20, not even 10 minutes ago, uh, regarding benefits had, to be, uh, uh, declined. So she said she had processed it, but then she left me a voicemail just about two minutes ago saying that those were already pending, which I don't understand because I'd barely received a text from you guys earlier this morning telling me to call this number about 100 pounds. So now she's telling me that it takes one to two weeks for those to be canceled. I, I don't want... I can't afford more deductions on this measly paycheck. So, uh, what am I looking at here that you guys are... 'Cause I didn't... I wasn't even aware. My name's Jose Puente. If you can pull up the information, uh, that way I can give it to you?

Speaker speaker\_0: Yeah. What's the staffing agency you work for and the last four of your social?

Speaker speaker\_1: Shh- t- Charleston Staffing.

Speaker speaker\_0: And the last four of your social-

Speaker speaker\_1: And, uh, 9245. I'm sorry, 9245.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Jose?

Speaker speaker\_1: 735 International Boulevard, Houston, Texas, Apartment 93, 77024.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/24/73.

Speaker speaker\_0: And a good telephone number I have is 346-293-8154.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have jpunte2844@gmail?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay, so let's see here. Let me look at the file and see what's going on. So I do see where you did call to decline the auto-enrollment. However, the second outbound call to you from that same representative was to advise you that Charleston Staffing auto-enrolls their new hires into a medical plan. Um, so she just made the outbound call to you to advise you of that and advise you of the cancellation process. So she canceled the pending request sent for enrollment, um, so there will be one deduction that does come off. But after that, you should be officially canceled. Um, but yes, the reason why you were auto-enrolled is because Charleston Staffing auto-enrolled you into that medical plan.

Speaker speaker\_1: Yeah. K- Charleston is wrong doing that practice. Th- They're not even gonna give you a choice not to do that when p-... I, I'm a veteran. I have VA. I don't need any of that crap. So it's-

Speaker speaker\_0: I totally understand.

Speaker speaker\_1: ... money just thrown away. What's this?

Speaker speaker\_0: I totally understand.

Speaker speaker\_1: Do you know what the amount is?

Speaker speaker\_0: Um, let me see. So it looks like that deduction was \$16.05 per week. However, I do know that, um, during your onboarding paperwork i- there should have been an acknowledgement about the auto-enrollment.

Speaker speaker\_1: Yeah. No, you're right. But then when I call them, they're like, "Oh, you're gonna have to call or... but you can't yet until..." It's confusing, the instructions they give you, 'cause they're not clear. Yeah, i- it's all right, man. I, I appreciate it. I'll, I'll talk to them. Um, I mean, unfortunately I'll just have to wait, like you say. That's it. But there's nothing you guys are doing on, on your end. So, uh, I appreciate the info.

Speaker speaker\_0: You're welcome. You have a great day, okay, Jose?

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_0: All right. B-