

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I'm having some, um, um, problems with my account lately. Okay. What's the staffing agency you work for? The staffing agency? Wa- Wagner. And the last four of your social? 5381. And what was your first and last name? Herman-Story. And for security purposes, can you verify your home address, including city, state and zip code? 4344 West Highland Drive, Apartment 130, Macon, Georgia 31210. And your date of birth? August 14th, 2000. And a good telephone number has 478-714-9590. Yes. And the email address herman-story-978@gmail? Yes. Okay. How can I help you today? So, recently, I've had transactions taken from my account. It started, let me see. Oh, shoot. It started April 8th when I had three unauthorized transactions taken from my account. I had to wait until they went through in order to dispute it. So now I'm waiting for the money to get back on my card or, or how- however you guys do it. Um, and now it's taking \$21.78, another \$21.98, and another \$27.35 from my account that is also unauthorized. So I want to know how does all this unauthorized stuff is get- getting taken out of my account. Um, so us at Benefits and a Card, we deal with health insurance offered through your employer, Wagner Services. Checking your file, you're not currently enrolled into anything. So if anything, those deductions are not coming from us. So I would reach out to Wagner Services regarding what those deductions are. Oh, no, I know it's not coming from you guys. I'm just... And I know it's not coming from Wagner, but I'm saying I want to find out how to stop it because I've had to, like, get another card and everything, and it feel like doing it. Now, are you talking about your bank? I'm bank with Current. Okay. Well, I would reach out to your bank specifically. This deals with health insurance. I, I thought the number that's, it's from Current. No, ma'am. This is the Benefits and a Card. We're the benefit administrators for Wagner Services. What the... I'm so confused. Oh my God. What the hell? Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. I'm having some, um, um, problems with my account lately.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: The staffing agency? Wa- Wagner.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5381.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Herman-Story.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: 4344 West Highland Drive, Apartment 130, Macon, Georgia 31210.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 14th, 2000.

Speaker speaker_0: And a good telephone number has 478-714-9590.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email address herman-story-978@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: So, recently, I've had transactions taken from my account. It started, let me see. Oh, shoot. It started April 8th when I had three unauthorized transactions taken from my account. I had to wait until they went through in order to dispute it. So now I'm waiting for the money to get back on my card or, or how- however you guys do it. Um, and now it's taking \$21.78, another \$21.98, and another \$27.35 from my account that is also unauthorized. So I want to know how does all this unauthorized stuff is get- getting taken out of my account.

Speaker speaker_0: Um, so us at Benefits and a Card, we deal with health insurance offered through your employer, Wagner Services. Checking your file, you're not currently enrolled into anything. So if anything, those deductions are not coming from us. So I would reach out to Wagner Services regarding what those deductions are.

Speaker speaker_1: Oh, no, I know it's not coming from you guys. I'm just... And I know it's not coming from Wagner, but I'm saying I want to find out how to stop it because I've had to, like, get another card and everything, and it feel like doing it.

Speaker speaker_0: Now, are you talking about your bank?

Speaker speaker_1: I'm bank with Current.

Speaker speaker_0: Okay. Well, I would reach out to your bank specifically. This deals with health insurance.

Speaker speaker_1: I, I thought the number that's, it's from Current.

Speaker speaker_0: No, ma'am. This is the Benefits and a Card. We're the benefit administrators for Wagner Services.

Speaker speaker_1: What the... I'm so confused. Oh my God. What the hell? Okay.