

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? Yeah, I want y'all... I don't want y'all benefits and y'all taking money, like \$10 every week out of my check. I'm trying to stop that. What's the staffing agency you work for? I used to work with Surge Staffing. Do you still work with them or no? No, I do not. I've been stopped working for them for like over two months now. But I keep- Okay. ... realizing that y'all keep taking money out of my check. Okay. Well, since you stated you no longer work with them, you can go ahead and disregard a text message you received since you're no longer receiving paychecks through them. Okay. Is there anything else I can assist you with today? Wait, say that again, what you just said. I swear if you didn't know what? I stated, since you stated that you no longer work with Surge Staffing and you're no longer receiving paychecks through them, you can disregard the text message you received. No, I don't get no text message. I see it on my check that they been taking or y'all been taking \$10 or what's what out of my check for the past two months. Okay. Well, us at Benefits and a Card, we don't take anything out. It's Surge Staffing who automatically enrolls their new hires into that medical plan. I mean, I can cancel it for you, but cancellation- Okay. ... one that's supposed to go through. Well, that's, that's what I need you to do, could you cancel it? 'Cause I just called them and they say they're not taking nothing or what's what through, but I, I know it's because of Surge. I'm not on top of their insurance plan. I don't want to be or what's what, so could you cancel it? Because I'm- Yes. ... not with them no more and they're- What's the last four of your social? Yeah. Huh? Last four of your social so I can pull your file for you. You can't just run it through my name or you have to have my last four of my social? I need the last four of the social, unfortunately. 0473. And what was your first and last name again? Lorene Peters. Peters, Peters. You said 0473, correct? Yes. Okay. Well, it might be four... Huh? And what were you gonna say 'cause I'm not seeing a Peters? Well, 4073. 4073, correct. I may have... Yeah, I mixed it up sometimes so I answered as that one. No worries. And for security purposes, could you verify your home address including city, state and zip code, Lorene? Orlando, Florida, what it is, um, 5699 Fairfield? Looks like I have a different address on file. Okay, so you must have the one that say on Pine Hills Road. Correct. Confirm that one for me. Hold on, I'm not sure 'cause I moved from that one from since I was there. So I'm gonna call my lady right now, so hold on so I can confirm that address. Okay. You wanna call him? Hello? Yeah. What's our old address, the one on Pine Hills Road, what it was? 2856 North Pine Hills Road. 2865 North Pine Hills Road. Eight. 2856. Yes. North Pine Hills Road. Apartment 125. Apartment 125. Orlando, Florida 32808. I know Orlando, Florida 32808. Man, I'm trying to get this little insurance shit off of my fucking check. Okay, and confirm your date of birth for me. 12/21/1987. And a good telephone number have is 407-639-7093. Yeah. And the email address have of shakeempeters12@icloud. Shakeem, shakeempeters12@icloud, yeah. Okay, so looking at

the file, looks like the coverage was enrolled in a COBRA back in January so there was no longer any deductions. Um, but looking at the file, yes, it does tell me that Surge auto-enrolled you into that medical plan, checking the audit tab. Hello, are you still there? Yeah, I'm still here. Okay. Um, did you hear what I said or no? No, what you say? I know you said Surge put me into it or what's what some, at some time. Yeah, so looking at the file, uh, the coverage was enrolled back in the, was enrolled in a COBRA back in January, um, so no deductions would be coming out anymore. Um, but yes, checking the audit tab, it looks like Surge auto-enrolled you into it, uh, as of September 30th of 2024. Mm-hmm. So I said it has been canceled out. Yes, has officially- And- ... been canceled out. Sorry, it been canceled out or you just canceled it out? Uh, it's been canceled out since January 12th of 2025. Wait, hold on. 'Cause last day of active coverage- Like, how much- ... was January 12th. And how much do y'all take out every week or what's what? Uh, Surge makes the deduction of \$16.80. There's a client contribution of \$1.64, so total premium, \$15.16. Oh, okay then. All right. Is there anything else I can assist you with today, Larime? Yeah, Ben. Awesome. Well, you have a wonderful day, okay? All right. All right, bye-bye. What happened? What, they call us? Now, how fast. Now, I'm about to ask. 'Cause I just went and looked at my check. You guys don't know what to put here, in here. I get a call shot if anything happens, five minutes after. I need to see your stuff because they don't have... They don't even show me, so I pay them to sit down. Oh, no. Put a double side for some people. I was just waiting for Iano to call my shit back, so I can go quick. I'ma check and see if I have all of it. Do you get Medicare for the job? You gotta pay for it. Separately. And that only goes on January, that's what I'm... Medicare? Yeah. That is, that is some sort of group. Well- If you know what I'm talking about 'cause you seen it on there. I, I can't show you. Let me try it again. I know, dude. I, I just counted mine out from Surge and the lady said, "Will you instill getting deducted out your check for the next two weeks?" Because though I'm counseling it out today, they say it'll still be deducted for the next two weeks- Medicare is kind of, um, I, I don't know how to phrase this to you. Did you ever get the- But what I think you're looking at is something that automatically gets deducted from everybody's check, including mine. That's for when you get old- Not like this. Not when you're SSI. Yeah, it's ki- it's kinda like- But I know when we- ... putting that together, but- ... with Surge, we were getting deducted for insurance. This is something different. If you're getting deducted for that card you just showed me, that's something different, but- That's through m- But that, but that was through Surge. That's through Surge. But if you get, um- They takes out 40-something for federal taxes and then they take care, like, whatever it is, some shit medic-medical care or whatever, whatever sums that. Medicare, yes. That's the- They got Medicare and 610-Os now. Oh. Yeah. That's when you get over 65, I'm gonna get- Oh, okay then. ... take out a thousand. That's for my life insur- not even said life insurance, but- For the old folks. ... for my retirement, they want that thousand. Wow. That's a tally too. That's the old stuff. I mean, it, to me, it's a tally. Yes, but they got it, because I really said I wanted to send the most, bro. Yeah. Um- I know what you're talking about, but like- When you get old- That's why you need like 60, your retirement- Yes, when you, you understand that, right? That automatically- I know, my grandmother get it. Like, 'cause she didn't work. The more you work, the more they could give you, like, when you- Now, if it's medical insurance, it'll tell you, but you have to... Because we go through a third party, so you would have to fill out a whole application to do that. Oh, okay. So you know it's not that, but when you get like 65 that they cover you for Medicare, that's something you pay- Okay. ... naturally. But- 'Cause they had

me thinking they were trying to swindle y'all or something and I'm like, "Oh, no, man." You know what I'm saying? I need all mine canceled out now. Are you just realizing that now? No, I've been realizing, but then I wasn't really studying it 'cause then I thought it was with... I don't know. But then when they said they was taking it up out of theirs and this, I was like, "Hold up. Well, I'm getting a, a ten or what's-what's sent up out of my..."

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: Yeah, I want y'all... I don't want y'all benefits and y'all taking money, like \$10 every week out of my check. I'm trying to stop that.

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

Speaker speaker_1: I used to work with Surge Staffing.

Speaker speaker_0: Do you still work with them or no?

Speaker speaker_1: No, I do not. I've been stopped working for them for like over two months now. But I keep-

Speaker speaker_0: Okay.

Speaker speaker_1: ... realizing that y'all keep taking money out of my check.

Speaker speaker_0: Okay. Well, since you stated you no longer work with them, you can go ahead and disregard a text message you received since you're no longer receiving paychecks through them.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Wait, say that again, what you just said. I swear if you didn't know what?

Speaker speaker_0: I stated, since you stated that you no longer work with Surge Staffing and you're no longer receiving paychecks through them, you can disregard the text message you received.

Speaker speaker_1: No, I don't get no text message. I see it on my check that they been taking or y'all been taking \$10 or what's what out of my check for the past two months.

Speaker speaker_0: Okay. Well, us at Benefits and a Card, we don't take anything out. It's Surge Staffing who automatically enrolls their new hires into that medical plan. I mean, I can cancel it for you, but cancellation-

Speaker speaker_1: Okay.

Speaker speaker_0: ...

Speaker speaker_2: one that's supposed to go through.

Speaker speaker_1: Well, that's, that's what I need you to do, could you cancel it? 'Cause I just called them and they say they're not taking nothing or what's what through, but I, I know it's because of Surge. I'm not on top of their insurance plan. I don't want to be or what's what, so could you cancel it? Because I'm-

Speaker speaker_0: Yes.

Speaker speaker_1: ... not with them no more and they're-

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Yeah.

Speaker speaker_0: Huh? Last four of your social so I can pull your file for you.

Speaker speaker_1: You can't just run it through my name or you have to have my last four of my social?

Speaker speaker_0: I need the last four of the social, unfortunately.

Speaker speaker_1: 0473.

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

Speaker speaker_1: Lorene Peters.

Speaker speaker_0: Peters, Peters. You said 0473, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Well, it might be four...

Speaker speaker_0: Huh? And what were you gonna say 'cause I'm not seeing a Peters?

Speaker speaker_1: Well, 4073.

Speaker speaker_0: 4073, correct.

Speaker speaker_1: I may have... Yeah, I mixed it up sometimes so I answered as that one.

Speaker speaker_0: No worries. And for security purposes, could you verify your home address including city, state and zip code, Lorene?

Speaker speaker_1: Orlando, Florida, what it is, um, 5699 Fairfield?

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Okay, so you must have the one that say on Pine Hills Road.

Speaker speaker_0: Correct. Confirm that one for me.

Speaker speaker_1: Hold on, I'm not sure 'cause I moved from that one from since I was there. So I'm gonna call my lady right now, so hold on so I can confirm that address.

Speaker speaker_0: Okay.

Speaker speaker_2: You wanna call him?

Speaker speaker_1: Hello?

Speaker speaker_2: Yeah.

Speaker speaker_1: What's our old address, the one on Pine Hills Road, what it was?

Speaker speaker_2: 2856 North Pine Hills Road.

Speaker speaker_1: 2865 North Pine Hills Road.

Speaker speaker_2: Eight.

Speaker speaker_1: 2856.

Speaker speaker_2: Yes.

Speaker speaker_1: North Pine Hills Road.

Speaker speaker_2: Apartment 125.

Speaker speaker_1: Apartment 125.

Speaker speaker_2: Orlando, Florida 32808.

Speaker speaker_1: I know Orlando, Florida 32808. Man, I'm trying to get this little insurance shit off of my fucking check.

Speaker speaker_0: Okay, and confirm your date of birth for me.

Speaker speaker_1: 12/21/1987.

Speaker speaker_0: And a good telephone number have is 407-639-7093.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email address have of shakeempeters12@icloud.

Speaker speaker_1: Shakeem, shakeempeters12@icloud, yeah.

Speaker speaker_0: Okay, so looking at the file, looks like the coverage was enrolled in a COBRA back in January so there was no longer any deductions. Um, but looking at the file, yes, it does tell me that Surge auto-enrolled you into that medical plan, checking the audit tab. Hello, are you still there?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Okay. Um, did you hear what I said or no?

Speaker speaker_1: No, what you say? I know you said Surge put me into it or what's what some, at some time.

Speaker speaker_0: Yeah, so looking at the file, uh, the coverage was enrolled back in the, was enrolled in a COBRA back in January, um, so no deductions would be coming out anymore. Um, but yes, checking the audit tab, it looks like Surge auto-enrolled you into it, uh, as of September 30th of 2024.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I said it has been canceled out. Yes, has officially-

Speaker speaker_1: And-

Speaker speaker_0: ... been canceled out.

Speaker speaker_1: Sorry, it been canceled out or you just canceled it out?

Speaker speaker_0: Uh, it's been canceled out since January 12th of 2025.

Speaker speaker_1: Wait, hold on.

Speaker speaker_0: 'Cause last day of active coverage-

Speaker speaker_1: Like, how much-

Speaker speaker_0: ... was January 12th.

Speaker speaker_1: And how much do y'all take out every week or what's what?

Speaker speaker_0: Uh, Surge makes the deduction of \$16.80. There's a client contribution of \$1.64, so total premium, \$15.16.

Speaker speaker_1: Oh, okay then. All right.

Speaker speaker_0: Is there anything else I can assist you with today, Larime?

Speaker speaker_1: Yeah, Ben.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: What happened? What, they call us? Now, how fast. Now, I'm about to ask. 'Cause I just went and looked at my check.

Speaker speaker_3: You guys don't know what to put here, in here. I get a call shot if anything happens, five minutes after. I need to see your stuff because they don't have... They don't even show me, so I pay them to sit down.

Speaker speaker_1: Oh, no.

Speaker speaker_4: Put a double side for some people.

Speaker speaker_1: I was just waiting for Iano to call my shit back, so I can go quick. I'ma check and see if I have all of it. Do you get Medicare for the job?

Speaker speaker_3: You gotta pay for it. Separately. And that only goes on January, that's what I'm... Medicare?

Speaker speaker_1: Yeah. That is, that is some sort of group.

Speaker speaker_3: Well-

Speaker speaker_1: If you know what I'm talking about 'cause you seen it on there.

Speaker speaker_3: I, I can't show you. Let me try it again.

Speaker speaker_1: I know, dude. I, I just counted mine out from Surge and the lady said, "Will you instill getting deducted out your check for the next two weeks?" Because though I'm counseling it out today, they say it'll still be deducted for the next two weeks-

Speaker speaker_3: Medicare is kind of, um, I, I don't know how to phrase this to you.

Speaker speaker_1: Did you ever get the-

Speaker speaker_3: But what I think you're looking at is something that automatically gets deducted from everybody's check, including mine. That's for when you get old-

Speaker speaker_1: Not like this. Not when you're SSI.

Speaker speaker_3: Yeah, it's ki- it's kinda like-

Speaker speaker_1: But I know when we-

Speaker speaker_3: ... putting that together, but-

Speaker speaker_1: ... with Surge, we were getting deducted for insurance.

Speaker speaker_3: This is something different. If you're getting deducted for that card you just showed me, that's something different, but-

Speaker speaker_1: That's through m- But that, but that was through Surge.

Speaker speaker_3: That's through Surge. But if you get, um-

Speaker speaker_1: They takes out 40-something for federal taxes and then they take care, like, whatever it is, some shit medic- medical care or whatever, whatever sums that.

Speaker speaker_3: Medicare, yes. That's the-

Speaker speaker_1: They got Medicare and 610-Os now.

Speaker speaker_3: Oh. Yeah. That's when you get over 65, I'm gonna get-

Speaker speaker_1: Oh, okay then.

Speaker speaker_3: ... take out a thousand.

Speaker speaker_1: That's for my life insur- not even said life insurance, but-

Speaker speaker_3: For the old folks.

Speaker speaker_1: ... for my retirement, they want that thousand.

Speaker speaker_3: Wow.

Speaker speaker_1: That's a tally too. That's the old stuff. I mean, it, to me, it's a tally.

Speaker speaker_3: Yes, but they got it, because I really said I wanted to send the most, bro. Yeah. Um-

Speaker speaker_1: I know what you're talking about, but like-

Speaker speaker_3: When you get old-

Speaker speaker_1: That's why you need like 60, your retirement-

Speaker speaker_3: Yes, when you, you understand that, right? That automatically-

Speaker speaker_1: I know, my grandmother get it. Like, 'cause she didn't work. The more you work, the more they could give you, like, when you-

Speaker speaker_3: Now, if it's medical insurance, it'll tell you, but you have to... Because we go through a third party, so you would have to fill out a whole application to do that.

Speaker speaker_1: Oh, okay.

Speaker speaker_3: So you know it's not that, but when you get like 65 that they cover you for Medicare, that's something you pay-

Speaker speaker_1: Okay.

Speaker speaker_3: ... naturally. But-

Speaker speaker_1: 'Cause they had me thinking they were trying to swindle y'all or something and I'm like, "Oh, no, man." You know what I'm saying? I need all mine canceled out now.

Speaker speaker_3: Are you just realizing that now?

Speaker speaker_1: No, I've been realizing, but then I wasn't really studying it 'cause then I thought it was with... I don't know. But then when they said they was taking it up out of theirs and this, I was like, "Hold up. Well, I'm getting a, a ten or what's-what's sent up out of my..."