# Transcript: Justin Mills-5835079418691584-5043567814557696

## Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, so I was signed up for your benefits and stuff, and I never signed up for it. And you guys took $23.95 so far this year out of my check and I'm only part time. So, I want to get my money back, and I'm calling the medical part too. I called you guys before and told you I couldn't, uh, couldn't afford it. All right, um- So you're messing up my Medicaid I'm getting, so- Totally understand. What's the staffing agency you work for? Surge. And I called them already and they said I had to call you. And I called you guys before, and you guys keep putting me on insurance and taking money out of my check. We don't auto enroll you. Surge who autos enroll you, but anyways, what's your first and last name? My name's Kimberly Justice. You ha- You're taking it out, so- Surge auto enrolls you. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly? 970 Kingsbury Court, North Ohio 43055. And your date of birth? 3/13/1966. And a good telephone number have a 740-814-4132. Yes. And the email I have is kimberlyjustice83 at gmail. Yes. Okay. You got all that information, but I- I never gave permission to put me on insurance. Oh, okay. Well, um, looking at the file, you've already opted out. You called back in 2024- I know, but they're taking it out on me. ... to claim the benefits. This year they've taken out $102. You guys... They... This is the Rx. You guys took $23.96 out of me so far this, this year. And then, um, the other one is Med, which I had to call. It took 78.12 this year. This is this year's check, and I called in 2024 and I called- Okay. ... I didn't have it very long. Okay. How, how much was that deduction that came off your paycheck, if you don't mind me asking? Uh, uh, altogether so far this year is $102.08. Okay. And it even says on my... I even got a text from you guys saying, "Congratulations. You're, you're unenrolled." I'd never enrolled myself, and I don't care who enrolled me. And I, I... You both send me back, back and forth. They sent me to you before. Now I'm sending- Okay. ... them back to you. So, Surge... We are the benefit administrators for Surge Staffing, but it's Surge's policy that they automatically enroll their new hires into the medical plan. However, looking at your file, you're not currently enrolled in anything. So, I don't know if those deductions are coming from us. Well, no, then you guys need to give me my money back. Then you guys need to give my money back because it's been deducted out of there. Okay, well, us at Benefits in a Card, we're not responsible for reimbursements. So, if you're having any deductions coming off your paycheck, we need to open up an investigation. So, what I'm going to do, I'm going to email you a requested document email, and then you would just provide proof that these deductions are occurring via your pay stubs, send it back to me, and I can have my back office look at it, and then once I do receive word back from my back office, I can give you a call back. Okay. You know- Yeah. ... you guys make it difficult for, for me to have anything. Well, if you're- Everything, you know- If you're stating you're having deductions- You know, you guys just, you know that- ... coming off your paycheck, there

needs to be proof. You know? There needs to be proof that you are experiencing- Well, I, I can- ... these deductions. ... send you a proof. I can take a picture of it right now and send you proof of that it's being taken out. Okay. So, that- that's why I'm gonna email you a request, a document emailed. But, do you mind if I place you on a brief hold while I get that email set up for you? I don't care. You go ahead. Awesome. Because I... You know what? I'll get a lawsuit on you guys because I already have nothing but debt. Hello, Kimberly, you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you that requested document email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Mm-hmm. However, if you don't see it- Okay. ... in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Thank you. You're welcome. Thank you. Is there anything we could assist you with today? No, that's all. You have a great day, okay?

## Conversation Format

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

Speaker speaker_1: Yeah, so I was signed up for your benefits and stuff, and I never signed up for it. And you guys took $23.95 so far this year out of my check and I'm only part time. So, I want to get my money back, and I'm calling the medical part too. I called you guys before and told you I couldn't, uh, couldn't afford it.

Speaker speaker_0: All right, um-

Speaker speaker_1: So you're messing up my Medicaid I'm getting, so-

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

Speaker speaker_1: Surge. And I called them already and they said I had to call you. And I called you guys before, and you guys keep putting me on insurance and taking money out of my check.

Speaker speaker_0: We don't auto enroll you. Surge who autos enroll you, but anyways, what's your first and last name?

Speaker speaker_1: My name's Kimberly Justice. You ha- You're taking it out, so-

Speaker speaker_0: Surge auto enrolls you. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly?

Speaker speaker_1: 970 Kingsbury Court, North Ohio 43055.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/13/1966.

Speaker speaker_0: And a good telephone number have a 740-814-4132.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is kimberlyjustice83 at gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: You got all that information, but I- I never gave permission to put me on insurance.

Speaker speaker_0: Oh, okay. Well, um, looking at the file, you've already opted out. You called back in 2024-

Speaker speaker_1: I know, but they're taking it out on me.

Speaker speaker_0: ... to claim the benefits.

Speaker speaker_1: This year they've taken out $102. You guys... They... This is the Rx. You guys took $23.96 out of me so far this, this year. And then, um, the other one is Med, which I had to call. It took 78.12 this year. This is this year's check, and I called in 2024 and I called-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I didn't have it very long.

Speaker speaker_0: Okay. How, how much was that deduction that came off your paycheck, if you don't mind me asking?

Speaker speaker_1: Uh, uh, altogether so far this year is $102.08.

Speaker speaker_0: Okay.

Speaker speaker_1: And it even says on my... I even got a text from you guys saying, "Congratulations. You're, you're unenrolled." I'd never enrolled myself, and I don't care who enrolled me. And I, I... You both send me back, back and forth. They sent me to you before. Now I'm sending-

Speaker speaker_0: Okay.

Speaker speaker_1: ... them back to you.

Speaker speaker_0: So, Surge... We are the benefit administrators for Surge Staffing, but it's Surge's policy that they automatically enroll their new hires into the medical plan. However, looking at your file, you're not currently enrolled in anything. So, I don't know if those deductions are coming from us.

Speaker speaker_1: Well, no, then you guys need to give me my money back. Then you guys need to give my money back because it's been deducted out of there.

Speaker speaker_0: Okay, well, us at Benefits in a Card, we're not responsible for reimbursements. So, if you're having any deductions coming off your paycheck, we need to open up an investigation. So, what I'm going to do, I'm going to email you a requested

document email, and then you would just provide proof that these deductions are occurring via your pay stubs, send it back to me, and I can have my back office look at it, and then once I do receive word back from my back office, I can give you a call back.

Speaker speaker_1: Okay. You know-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... you guys make it difficult for, for me to have anything.

Speaker speaker_0: Well, if you're-

Speaker speaker_1: Everything, you know-

Speaker speaker_0: If you're stating you're having deductions-

Speaker speaker_1: You know, you guys just, you know that-

Speaker speaker_0: ... coming off your paycheck, there needs to be proof.

Speaker speaker_1: You know?

Speaker speaker_0: There needs to be proof that you are experiencing-

Speaker speaker_1: Well, I, I can-

Speaker speaker_0: ... these deductions.

Speaker speaker_1: ... send you a proof. I can take a picture of it right now and send you proof of that it's being taken out.

Speaker speaker_0: Okay. So, that- that's why I'm gonna email you a request, a document emailed. But, do you mind if I place you on a brief hold while I get that email set up for you?

Speaker speaker_1: I don't care. You go ahead.

Speaker speaker_0: Awesome.

Speaker speaker_1: Because I... You know what? I'll get a lawsuit on you guys because I already have nothing but debt.

Speaker speaker_0: Hello, Kimberly, you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you that requested document email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, if you don't see it-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you.

Speaker speaker_0: Is there anything we could assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: You have a great day, okay?