

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I'm just calling to see if you guys, um, were gonna refund me because I was charged for a few weeks when I shouldn't have been, and it's been resolved but no one ever contacted me back about a refund. Um, yeah, let me check on that. What's that staffing agency you work for? WorkSmart Staffing. And the last four of your Social? 1966. 66. And your first and last name? Corbin Dibble. And for security purposes, could you verify your home address, including city, state and zip code, Corbin? 25 Road, Apartment 237, Greenville, South Carolina 29615. And your date of birth? 03/05/2002. And a good telephone number I have is 574-710-9909? Yeah. And the email I have is kdibble7272@gmail.com? Yeah. Okay, so let's see here. Let's see. So, checking that history, I do see there was an outbound on April 28th. And you were a- advised, uh, the member, the deductions have stopped, reconciliation was fixed, and that the client will issue a refund on the next or following check. However, you stated that you were enrolled into the MEC, uh, when you didn't elect it? Is that correct? I canceled it. Okay. A few weeks back but I was still being charged, but I never got the r- I never got a refund. Okay, so let's see. So, I do see the email that you sent to us where that deduction did come out. Uh, the representative made a outbound on the same day. Um, so your employer hasn't reached out to you regarding the refund on the next or following check? Let me see when that date was. Give me one second. April 28th, so following to the next one. So, either... I know it's not last week, so if it doesn't come to you this week, or, like, by the end of this week, I would give us a call back and- I still don't have my, my pay stub. It's not on there. And it's, this is like the f- I mean, it's, it's what, May 14th? So May 17th, um, so if it's not on this check, like, I don't understand why it wouldn't be. Okay. This is, like, absurd. Um, yes. So, I advised you at the earlier, at the beginning of this call, um, you, we had a outbound on the 28th of April, which was two weeks ago. Um, you were advised that reconciliation was fixed and that your employer will issue a refund on your next check, which would have been the week of the 5th through the 11th, or the following check, which would have been the week of the 12th through the 18th. So, if you don't receive that refund on this check whenever you receive this week, I would give us a call back then. Okay, I'll be giving you guys a call back because I'm not getting it. This is ridiculous. Thank you.

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: Hello. Um, I'm just calling to see if you guys, um, were gonna refund me because I was charged for a few weeks when I shouldn't have been, and it's been resolved but no one ever contacted me back about a refund.

Speaker speaker_0: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: WorkSmart Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1966.

Speaker speaker_0: 66. And your first and last name?

Speaker speaker_1: Corbin Dibble.

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

Speaker speaker_1: 25

Speaker speaker_2: Road, Apartment 237, Greenville, South Carolina 29615.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/05/2002.

Speaker speaker_0: And a good telephone number I have is 574-710-9909?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is kdibble7272@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. Let's see. So, checking that history, I do see there was an outbound on April 28th. And you were a- advised, uh, the member, the deductions have stopped, reconciliation was fixed, and that the client will issue a refund on the next or following check. However, you stated that you were enrolled into the MEC, uh, when you didn't elect it? Is that correct?

Speaker speaker_1: I canceled it.

Speaker speaker_0: Okay.

Speaker speaker_1: A few weeks back but I was still being charged, but I never got the r- I never got a refund.

Speaker speaker_0: Okay, so let's see. So, I do see the email that you sent to us where that deduction did come out. Uh, the representative made a outbound on the same day. Um, so your employer hasn't reached out to you regarding the refund on the next or following check? Let me see when that date was. Give me one second. April 28th, so following to the next one. So, either... I know it's not last week, so if it doesn't come to you this week, or, like, by the end

of this week, I would give us a call back and-

Speaker speaker_1: I still don't have my, my pay stub. It's not on there. And it's, this is like the f- I mean, it's, it's what, May 14th? So May 17th, um, so if it's not on this check, like, I don't understand why it wouldn't be.

Speaker speaker_0: Okay.

Speaker speaker_1: This is, like, absurd.

Speaker speaker_0: Um, yes. So, I advised you at the earlier, at the beginning of this call, um, you, we had a outbound on the 28th of April, which was two weeks ago. Um, you were advised that reconciliation was fixed and that your employer will issue a refund on your next check, which would have been the week of the 5th through the 11th, or the following check, which would have been the week of the 12th through the 18th. So, if you don't receive that refund on this check whenever you receive this week, I would give us a call back then.

Speaker speaker_1: Okay, I'll be giving you guys a call back because I'm not getting it. This is ridiculous. Thank you.