

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin. My name is Daniel Ortega. I would, I would like to stop enrollment. Um, I guess, um, yeah, I was at it automatically enrolled for the health, but I wanna, um, cancel it. Mokay, what's the name of that staffing agency you work for? Adept HR in the City of Ontario. And the last four of your Social? 6181. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Ortega? 750 East 3rd Street, Apartment CC12, Pomona, California 91766, I think. And your date of birth? 12/20/1975. And a good telephone number to have is 909-808-5881. Yes. And the email have is dorteagaiehtxs13 at gmail? Yes. Okay, so looking at the file, it looks like they haven't opted you into it yet, but I'll go ahead and opt you out, um, before they do that. The only thing I'd like- They haven't opted me in? No, sir. They didn't take me... I'm sorry. I'm sorry, go ahead. So they haven't opted you into that medical plan just yet, but I opted you out before they even started, but you stated they already started deducing? Yeah, they've been taking money out of my check every week. Okay, how much is that deduction, if you don't mind me asking? I think it's like a hundred and something that they took out last time. So that may be Medicare or medical taxes, um, because I do know that Adept HR doesn't do any type of auto-enrollment, um- Okay. ... but I'm not seeing any document where you submitted, um, except no, so they haven't even enrolled you into anything. So if anything, I would reach out to HR specifically just to verify where those deductions are coming from. Yeah. So it's, um, it's... I keep getting, uh, text messages from you guys- Yes, sir. ... stating that I'm enrolled and all that. Okay. Um, well, looking at your file, you're not currently enrolled anything. Um, the text messages was probably a courtesy reminder letting you know that they're in their company open enrollment period, so you had the option to enroll if you wanted to. Um- Oh, okay. ... as of right now, you're not enrolled in anything. I've opted you out, uh, but I would reach out to HR regarding those, uh, deductions coming off, because they may just be taxes. Okay. All right, sir. All right. I appreciate it. Thank you very much. You're welcome, Daniel. You have a great day, okay? You too. Bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, Justin. My name is Daniel Ortega. I would, I would like to stop enrollment. Um, I guess, um, yeah, I was at it automatically enrolled for the health, but I wanna, um, cancel it.

Speaker speaker_1: Mokay, what's the name of that staffing agency you work for?

Speaker speaker_2: Adept HR in the City of Ontario.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6181.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Mr. Ortega?

Speaker speaker_2: 750 East 3rd Street, Apartment CC12, Pomona, California 91766, I think.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/20/1975.

Speaker speaker_1: And a good telephone number to have is 909-808-5881.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have is dorteagaiehtxs13 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like they haven't opted you into it yet, but I'll go ahead and opt you out, um, before they do that. The only thing I'd like-

Speaker speaker_2: They haven't opted me in?

Speaker speaker_1: No, sir. They didn't take me... I'm sorry. I'm sorry, go ahead. So they haven't opted you into that medical plan just yet, but I opted you out before they even started, but you stated they already started dedu- deducting?

Speaker speaker_2: Yeah, they've been taking money out of my check every week.

Speaker speaker_1: Okay, how much is that deduction, if you don't mind me asking?

Speaker speaker_2: I think it's like a hundred and something that they took out last time.

Speaker speaker_1: So that may be Medicare or medical taxes, um, because I do know that Adept HR doesn't do any type of auto-enrollment, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but I'm not seeing any document where you submitted, um, except no, so they haven't even enrolled you into anything. So if anything, I would reach out to HR specifically just to verify where those deductions are coming from.

Speaker speaker_2: Yeah. So it's, um, it's... I keep getting, uh, text messages from you guys-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... stating that I'm enrolled and all that.

Speaker speaker_1: Okay. Um, well, looking at your file, you're not currently enrolled anything. Um, the text messages was probably a courtesy reminder letting you know that they're in their company open enrollment period, so you had the option to enroll if you wanted to. Um-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... as of right now, you're not enrolled in anything. I've opted you out, uh, but I would reach out to HR regarding those, uh, deductions coming off, because they may just be taxes.

Speaker speaker_2: Okay. All right, sir.

Speaker speaker_1: All right.

Speaker speaker_2: I appreciate it. Thank you very much.

Speaker speaker_1: You're welcome, Daniel. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right, bye-bye.