

Transcript: Justin

Mills-6509161608167424-6549801259810816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I believe I talked to a gentleman named Paul around the 17th of December to cancel my Benefits in a Card insurance. And they're still taking the \$80.38 out of my check, starting this new year. Okay, uh, let me check on that for you. What's the staffing agency you work for? Um, I work for, um, HRG, which is Hamilton Riker Group Time Staffing... Stop, now's my time to start working. I'm sorry? Last four of your Social? Last four of my Social is 6652. And what was your first and last name? Cherie, it's spelled C-H-E-R-I-E. And the last name is Findlay, F as in Frank, E-N as in Nancy, D as in David, L-E-Y. Okay. Will I be reimbursed- And for security- ... for anything that was taken out? Um, well, let me verify demographic information first. Could you verify your home address, including city, state and zip code for me real quick? Uh, yes. It's 937 Bernard, like the dog, Avenue. And that's Findlay, F-I-N-D-L-A-Y. It gets kind of confusing with the last name. Zip code's 4585, or 45840, and it's Hancock County. And confirm your date of birth. 10-23-1974. And a good telephone number have is 419-889-3132? Correct. And the email I have is cfindlay7320 at Gmail? Yes. Okay. Um, let's see here. Now, did you call us at Benefits in a Card, or who did you call and speak with? I spoke with someone there, I believe, by the name of Paul. Um, I was transferred to him, so I can't remember the other person's name. But, um, he said he would take care of it, and that I wouldn't see anything starting beginning of 2025. And they're still taking it out of my check. Okay. 'Cause the only reason why I asked that is because we don't have a Paul who works here. And checking the Audit tab, I'm not seeing where you called us at Benefits in a Card to cancel the coverage. The last thing that we had on you- Hm. ... was back July of 2024, where you requested- Hm. ... coverage verification. Okay. All right. Um, I swear I thought he said his name was Paul. Hm. No, ma'am. Okay. Not that I... Only thing that I'm seeing on the Audit tab- Well, at, at this point, can you help me fix it? Yeah. So I can process the cancellation. I'm just trying to figure out when you did call, 'cause looking at the Audit tab, I'm not seeing when you did. So it was just rolled over automatically. December 17th, and it would have been after 3:00 when I got home. It was usually about this time. Okay, so let's see. I swear that's who I thought I called. Now I see December 18th for a BIC service rollover, where it was rolled over for 2025. May- Maybe that was the d- I know it was around that time. Maybe it was the 18th I called in. Okay. Um, 'cause if you were to called us and someone pulled your file, it would have been under the Audit tab. Um, 'cause I'm not seeing where anyone pulled your file. Um, but like I said- Hm. ... I mean, I can process the cancellation for you right now, if need be. A- a- and since I've had my radiation for my cancer, like, I've been, like, forgetful. And if I don't write it down, I try to remember. And that, I mean, his name could have been David or something like that, you know what I'm saying? Like, I, I just remember he was telling me his name was P- It was a

guy. I don't know. I totally understand. Um, but I'll- But if you could help me fix it, that would be great. Yeah. Um, so I'll go ahead and cancel the coverage for you through, uh, Hamilton Reicher. However, I do want to let you know, cancellations, they do take up to one to two weeks to go through. So, it is possible to experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Ms. Findlay? Okay. Are they gonna reimburse any of those one or two more back? Like... Um, unfortunately- 'Cause that's what the- ... reimbursement- ... that's what the guy had said, it'd be a week or two, but with the holidays, you know, call back after, you know, like the second week of January, if they're still taking it out. And they, they have the last couple of weeks, like the last two weeks. Okay. Uh, well, unfortunately- Then I have to wait another two weeks. ... reimbursement isn't possible. Correct. Reimburse- reimbursement isn't possible, uh, due to the fact that you're canceling coverage. However, it does give you one to two weeks of extra coverage as well. Um, so unfortunately, reimbursement isn't possible. Checking the Audit tab now, if you did call to cancel back in December, and we have proof that you did call via the Audit tab, then a reimbursement would be possible. But looking at the Audit tab, I'm not seeing where you did call. Um, the only recently, or the most recent thing that we had on you was back in July. Where someone called to verify if you had coverage or not. Hm. Interesting. Okay. Well, if you can finish taking care of that, like, I would like to have gone as soon as possible. Okay. So I went ahead and processed the cancellation for you. Is there anything else I could help you out with today, Ms. Findlay? No, but I did write down the date and time and your name, so I know next time if I have to call, like, who I spoke to. Right. And it will show- And that it was taken care of. Yes. And it will show under the Audit tab that I accessed your file. Yes, ma'am. Okay. All right. Well, thank you for your time. You're welcome. You have a great day, okay? You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I believe I talked to a gentleman named Paul around the 17th of December to cancel my Benefits in a Card insurance. And they're still taking the \$80.38 out of my check, starting this new year.

Speaker speaker_1: Okay, uh, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Um, I work for, um, HRG, which is Hamilton Riker Group Time Staffing... Stop, now's my time to start working. I'm sorry?

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Last four of my Social is 6652.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Cherie, it's spelled C-H-E-R-I-E. And the last name is Findlay, F as in Frank, E-N as in Nancy, D as in David, L-E-Y.

Speaker speaker_1: Okay.

Speaker speaker_2: Will I be reimbursed-

Speaker speaker_1: And for security-

Speaker speaker_2: ... for anything that was taken out?

Speaker speaker_1: Um, well, let me verify demographic information first. Could you verify your home address, including city, state and zip code for me real quick?

Speaker speaker_2: Uh, yes. It's 937 Bernard, like the dog, Avenue. And that's Findlay, F-I-N-D-L-A-Y. It gets kind of confusing with the last name. Zip code's 4585, or 45840, and it's Hancock County.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 10-23-1974.

Speaker speaker_1: And a good telephone number have is 419-889-3132?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is cfindlay7320 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, let's see here. Now, did you call us at Benefits in a Card, or who did you call and speak with?

Speaker speaker_2: I spoke with someone there, I believe, by the name of Paul. Um, I was transferred to him, so I can't remember the other person's name. But, um, he said he would take care of it, and that I wouldn't see anything starting beginning of 2025. And they're still taking it out of my check.

Speaker speaker_1: Okay. 'Cause the only reason why I asked that is because we don't have a Paul who works here. And checking the Audit tab, I'm not seeing where you called us at Benefits in a Card to cancel the coverage. The last thing that we had on you-

Speaker speaker_2: Hm.

Speaker speaker_1: ... was back July of 2024, where you requested-

Speaker speaker_2: Hm.

Speaker speaker_1: ... coverage verification.

Speaker speaker_2: Okay. All right. Um, I swear I thought he said his name was Paul. Hm.

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Not that I... Only thing that I'm seeing on the Audit tab-

Speaker speaker_2: Well, at, at this point, can you help me fix it?

Speaker speaker_1: Yeah. So I can process the cancellation. I'm just trying to figure out when you did call, 'cause looking at the Audit tab, I'm not seeing when you did. So it was just rolled over automatically.

Speaker speaker_2: December 17th, and it would have been after 3:00 when I got home. It was usually about this time.

Speaker speaker_1: Okay, so let's see.

Speaker speaker_2: I swear that's who I thought I called.

Speaker speaker_1: Now I see December 18th for a BIC service rollover, where it was rolled over for 2025.

Speaker speaker_2: May- Maybe that was the d- I know it was around that time. Maybe it was the 18th I called in.

Speaker speaker_1: Okay. Um, 'cause if you were to called us and someone pulled your file, it would have been under the Audit tab. Um, 'cause I'm not seeing where anyone pulled your file. Um, but like I said-

Speaker speaker_2: Hm.

Speaker speaker_1: ... I mean, I can process the cancellation for you right now, if need be.

Speaker speaker_2: A- a- and since I've had my radiation for my cancer, like, I've been, like, forgetful. And if I don't write it down, I try to remember. And that, I mean, his name could have been David or something like that, you know what I'm saying? Like, I, I just remember he was telling me his name was P- It was a guy. I don't know.

Speaker speaker_1: I totally understand. Um, but I'll-

Speaker speaker_2: But if you could help me fix it, that would be great.

Speaker speaker_1: Yeah. Um, so I'll go ahead and cancel the coverage for you through, uh, Hamilton Reicher. However, I do want to let you know, cancellations, they do take up to one to two weeks to go through. So, it is possible to experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Ms. Findlay?

Speaker speaker_2: Okay. Are they gonna reimburse any of those one or two more back? Like...

Speaker speaker_1: Um, unfortunately-

Speaker speaker_2: 'Cause that's what the-

Speaker speaker_1: ... reimbursement-

Speaker speaker_2: ... that's what the guy had said, it'd be a week or two, but with the holidays, you know, call back after, you know, like the second week of January, if they're still taking it out. And they, they have the last couple of weeks, like the last two weeks.

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Speaker speaker_2: Then I have to wait another two weeks.

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Speaker speaker_2: Hm. Interesting. Okay. Well, if you can finish taking care of that, like, I would like to have gone as soon as possible.

Speaker speaker_1: Okay. So I went ahead and processed the cancellation for you. Is there anything else I could help you out with today, Ms. Findlay?

Speaker speaker_2: No, but I did write down the date and time and your name, so I know next time if I have to call, like, who I spoke to.

Speaker speaker_1: Right. And it will show-

Speaker speaker_2: And that it was taken care of.

Speaker speaker_1: Yes. And it will show under the Audit tab that I accessed your file. Yes, ma'am.

Speaker speaker_2: Okay. All right. Well, thank you for your time.

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

Speaker speaker_2: You too. Thank you. Bye-bye.