

Transcript: Justin

Mills-6714560534495232-5460176278339584

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? Yes. How you doing, Mr. Justin? My name is Miguel Ruiz. Um, I have called my, uh, the office where I work for, and I checked today on the app that they told me to download about checking the payroll and stuff, and then I saw something that says McHose Tax, something like that. And they were taking money out, so I called the office and asked them, "What was that about?" They told me what it was, and I have told them that I never agreed or signed anything about taking money for insurance or something like that. So they gave me your number to call you guys so you guys could get me off that. Okay. Um, what's that staffing agency you work for one more time? W- WorkSmart. Okay. Um, well, I do know that WorkSmart does automatically enroll their new hires into a medical plan, usually 30 days- Right. ... after their first paycheck. But I can verify that. Okay. What's the last three social? Uh, zero, two, two, nine. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Ruiz? Yes. 198 Rollingwood Drive, Lyman, South Carolina 29365. And confirm your date of birth? November 5, 1978. And a good telephone number I have is 864-765-5420? Correct. And the email I have is ruizangelmiguel1978 at gmail? Correct. Okay. So, yes, sir. So looking at the file, it does tell me that you were automatically enrolled into that medical plan, yet a pending request- Okay. ... sent for enrollment. However, I'll go ahead and- Okay. ... cancel it for you. But I do want to let you know that this is- Thank you. ... was a pending request sent for enrollment. There will be one deduction that does come off, but after that deduction, you'll, you know, uh, wouldn't experience any more deductions. Okay? Yeah, yeah. 'Cause I saw they already deducted for the... my, my next paycheck, which is tomorrow. They already deducted. Mm-hmm. Okay. So I've seen that there. So after that one, it shouldn't be deducted no more, right? Correct. Yes, sir. Okay. Okay. Sounds good. Awesome. Well, is there anything else I could help you out with today, Miguel? No, that's it. That's all I wanted to get fixed. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay? You too. You do the same. Thank you. Thank you. Bye-bye. Oh, 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: Yes. How you doing, Mr. Justin? My name is Miguel Ruiz. Um, I have called my, uh, the office where I work for, and I checked today on the app that they told me to download about checking the payroll and stuff, and then I saw something that says McHose Tax, something like that. And they were taking money out, so I called the office and asked them, "What was that about?" They told me what it was, and I have told them that I never agreed or signed anything about taking money for insurance or something like that. So they gave me your number to call you guys so you guys could get me off that.

Speaker speaker_1: Okay. Um, what's that staffing agency you work for one more time?

Speaker speaker_2: W- WorkSmart.

Speaker speaker_1: Okay. Um, well, I do know that WorkSmart does automatically enroll their new hires into a medical plan, usually 30 days-

Speaker speaker_2: Right.

Speaker speaker_1: ... after their first paycheck. But I can verify that.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last three social?

Speaker speaker_2: Uh, zero, two, two, nine.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Ruiz?

Speaker speaker_2: Yes. 198 Rollingwood Drive, Lyman, South Carolina 29365.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: November 5, 1978.

Speaker speaker_1: And a good telephone number I have is 864-765-5420?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is ruizangelmiguel1978 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So, yes, sir. So looking at the file, it does tell me that you were automatically enrolled into that medical plan, yet a pending request-

Speaker speaker_2: Okay.

Speaker speaker_1: ... sent for enrollment. However, I'll go ahead and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... cancel it for you. But I do want to let you know that this is-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... was a pending request sent for enrollment. There will be one deduction that does come off, but after that deduction, you'll, you know, uh, wouldn't experience any more deductions. Okay?

Speaker speaker_2: Yeah, yeah. 'Cause I saw they already deducted for the... my, my next paycheck, which is tomorrow. They already deducted.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: So I've seen that there. So after that one, it shouldn't be deducted no more, right?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. Okay. Sounds good.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today, Miguel?

Speaker speaker_2: No, that's it. That's all I wanted to get fixed.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_2: You too. You do the same. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Oh, bye-bye.