

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Hi, my name's Quintonia Clark and I work with Integrity Staffing. I did not authorize you guys to take insurance out on my check, and I need my \$17 and change back. I didn't authorize it. What staffing company? You said Integrity? Yes. I didn't authorize that. I have my own insurance and they took it outta my check this payroll. I need the money reversed back to my check. What's the last four of your Social? 5057. First name? Quintonia. Last name? Clark. For security purposes, can you verify your address and date of birth for me? 12/28/1984, 2815 West 97th Place, Evergreen Park, Illinois, 60805. Thank you. There's no phone number on file. Would you like to add a phone number? 463-269-7478. I do not want the insurance, I need my money back. You said 463-269-7478? 7478, yes. And then your email is tonyclark602@yahoo.com? Yes. Thank you. So unfortunately, I will... You will wanna speak with your staffing company about getting a refund. All I can do is- They told me to call you. Well, we're not the ones making the deductions, ma'am. And they're the ones that auto-enroll you into those plans. You auto-enrolled into that plan and that's why you- No, I didn't. No, I didn't. You're not... I- I- I auto-enrolled, ma'am. If you didn't decline the coverage, you were auto-enrolled into the plan. Integrity auto-enrolls their employees into this plan if they do not decline the coverage. There's no record of you declining the coverage and that's why you are enrolled into that plan. Now what I can do for you, I can cancel it. It does take one to two weeks for the cancellation process. Oh, no. I- In those two weeks or after two weeks, you shouldn't see anything else. I'm not gonna keep getting charged for no insurance that I don't use and I told them, I'm about to tell the comp- Man. Yeah, all right. Right. I've got it canceled for you, Ms. Clark. Was there anything else I can help you with today? No. Thanks for calling Benefits in a Card.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hi, my name's Quintonia Clark and I work with Integrity Staffing. I did not authorize you guys to take insurance out on my check, and I need my \$17 and change back. I didn't authorize it.

Speaker speaker_1: What staffing company? You said Integrity?

Speaker speaker_2: Yes. I didn't authorize that. I have my own insurance and they took it outta my check this payroll. I need the money reversed back to my check.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 5057.

Speaker speaker_1: First name?

Speaker speaker_2: Quintonia.

Speaker speaker_1: Last name?

Speaker speaker_2: Clark.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 12/28/1984, 2815 West 97th Place, Evergreen Park, Illinois, 60805.

Speaker speaker_1: Thank you. There's no phone number on file. Would you like to add a phone number?

Speaker speaker_2: 463-269-7478. I do not want the insurance, I need my money back.

Speaker speaker_1: You said 463-269-7478?

Speaker speaker_2: 7478, yes.

Speaker speaker_1: And then your email is tonyclark602@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So unfortunately, I will... You will wanna speak with your staffing company about getting a refund. All I can do is-

Speaker speaker_2: They told me to call you.

Speaker speaker_1: Well, we're not the ones making the deductions, ma'am. And they're the ones that auto-enroll you into those plans. You auto-enrolled into that plan and that's why you-

Speaker speaker_2: No, I didn't.

Speaker speaker_1: No, I didn't.

Speaker speaker_2: You're not... I- I- I auto-enrolled, ma'am. If you didn't decline the coverage, you were auto-enrolled into the plan. Integrity auto- auto-enrolls their employees into this plan if they do not decline the coverage. There's no record of you declining the coverage and that's why you are enrolled into that plan. Now what I can do for you, I can cancel it. It does take one to two weeks for the cancellation process. Oh, no. I-

Speaker speaker_1: In those two weeks or after two weeks, you shouldn't see anything else.

Speaker speaker_2: I'm not gonna keep getting charged for no insurance that I don't use and I told them, I'm about to tell the comp- Man. Yeah, all right.

Speaker speaker_1: Right. I've got it canceled for you, Ms. Clark. Was there anything else I can help you with today?

Speaker speaker_2: No.

Speaker speaker_1: Thanks for calling Benefits in a Card.