

Transcript: Pamela

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Full Transcript

Thank you for ... This is Pamela speaking. How may I help you? Yes. Um, I just... I was en-... I just got employed through Megaforce. Hello? Okay. Yes, I'm listening. And, uh... And, um, this is, uh, it's a, a good guy right there that works in, in Kenansville, his name is Manuel, um, he got me... He was able to enroll me and able to get me a job right there in, uh, PHC Hydraulics and Cylinders in Villaville. Everything has been going good. Um, this is my third week. I had just got my first paycheck, um, this last, uh, this, this, uh, Friday that just passed. So, today at 12:00 PM, he's not answering right now. That's the reason I'm calling you. But he also gave me a... gave me this phone number. He said, "Welcome to Megaforce. If you haven't declined coverage, you will be, you, you will be auto-enrolled in the MPC TelesRX plan 30 days from your first check. Call BIC at 800-497-44856," which is you guys. Now, I don't want this in... I, I got... I don't know what this is, but I don't want it. And for the simple reason that I don't get paid... Since I came through the agency, I already don't get paid a lot. I get paid very little. They already... On top of that, I don't know if it's the company or the government, I don't know what it is, but it already takes over \$100 of my paycheck on top of that in taxes. So, I don't know what this is, but I don't want it, because now it's gonna be taking more money out of my paycheck. So, I, I, I can't have that. You know, because if I woulda had been enrolled through the company, I would be making more money. But since I got en- enrolled through the agency, I have to do the amount of hours and blah, blah, blah, and I know that he gets his cut, or who, or the company or the agency gets their cut from my labor. That's okay. They got me the job, cool. But I don't know what this is, but I don't want it. Okay. So may I have the last four digits of your Social so I can pull up your account? Yes. 4939. Okay. 3949. Your first and last name? First name, Anthony, A-N-T-H-O-N-Y. Last name, Espinoza, E-S-P-I-N-O-Z-A. Can you please repeat the last four for me? The last four of my Social? Yes, sir. 4939. Okay, I got it from you. Okay, Mr. Esp- Espinoza, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? Complete address. 222- Yes, sir. ... West Main Street, Rosehill, North Carolina. ZIP code, 28458. Okay. And what was the date of birth? I didn't hear you. Date of birth is 11- Mm-hmm. ... 09, 2001. November 9th, 2001. All right. Thank you for the information. We have a telephone number on file, 910-859-1733. And okay. So, I see here the... let's just, uh, let's see. Me check something. Okay. So I see that your benefits were declined, so you haven't been unenrolled. Um, you're getting this text because you're still under the, um, 30 days to enroll in the benefits, but you don't have to worry about it, sir. Okay, yeah. So, could you give me a, a better idea or knowledge on what that was? What is that? Uh, it's health insurance. It's health insurance and I'm guessing I have to pay for that health insurance, right? Yes, sir. Okay. But you're not... You haven't been enrolled. You don't, you don't have to worry about it. Oh, okay, so I have not been enrolled and if I wanted to enroll, that's why you sent that text, right? Yes, sir. Okay,

perfect. I just wanted to know. Um, uh, thank you, guys. I appreciate it. And, uh, thank you for your help. Thank you for giving us a call. Have a great rest of the day, sir. Mm-hmm. Thank you. That was your health insurance? Uh-huh.

Conversation Format

Speaker speaker_0: Thank you for ... This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes. Um, I just... I was en-... I just got employed through Megaforce. Hello?

Speaker speaker_0: Okay. Yes, I'm listening.

Speaker speaker_1: And, uh... And, um, this is, uh, it's a, a good guy right there that works in, in Kenansville, his name is Manuel, um, he got me... He was able to enroll me and able to get me a job right there in, uh, PHC Hydraulics and Cylinders in Villaville. Everything has been going good. Um, this is my third week. I had just got my first paycheck, um, this last, uh, this, this, uh, Friday that just passed. So, today at 12:00 PM, he's not answering right now. That's the reason I'm calling you. But he also gave me a... gave me this phone number. He said, "Welcome to Megaforce. If you haven't declined coverage, you will be, you, you will be auto-enrolled in the MPC TelesRX plan 30 days from your first check. Call BIC at 800-497-44856," which is you guys. Now, I don't want this in... I, I got... I don't know what this is, but I don't want it. And for the simple reason that I don't get paid... Since I came through the agency, I already don't get paid a lot. I get paid very little. They already... On top of that, I don't know if it's the company or the government, I don't know what it is, but it already takes over \$100 of my paycheck on top of that in taxes. So, I don't know what this is, but I don't want it, because now it's gonna be taking more money out of my paycheck. So, I, I, I can't have that. You know, because if I woulda had been enrolled through the company, I would be making more money. But since I got en- enrolled through the agency, I have to do the amount of hours and blah, blah, blah, and I know that he gets his cut, or who, or the company or the agency gets their cut from my labor. That's okay. They got me the job, cool. But I don't know what this is, but I don't want it.

Speaker speaker_0: Okay. So may I have the last four digits of your Social so I can pull up your account?

Speaker speaker_1: Yes. 4939.

Speaker speaker_0: Okay. 3949. Your first and last name?

Speaker speaker_1: First name, Anthony, A-N-T-H-O-N-Y. Last name, Espinoza, E-S-P-I-N-O-Z-A.

Speaker speaker_0: Can you please repeat the last four for me?

Speaker speaker_1: The last four of my Social?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 4939.

Speaker speaker_0: Okay, I got it from you. Okay, Mr. Esp- Espinoza, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Complete address. 222-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... West Main Street, Rosehill, North Carolina. ZIP code, 28458.

Speaker speaker_0: Okay. And what was the date of birth? I didn't hear you.

Speaker speaker_1: Date of birth is 11-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 09, 2001. November 9th, 2001.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 910-859-1733. And okay. So, I see here the... let's just, uh, let's see. Me check something. Okay. So I see that your benefits were declined, so you haven't been unenrolled. Um, you're getting this text because you're still under the, um, 30 days to enroll in the benefits, but you don't have to worry about it, sir.

Speaker speaker_1: Okay, yeah. So, could you give me a, a better idea or knowledge on what that was? What is that?

Speaker speaker_0: Uh, it's health insurance.

Speaker speaker_1: It's health insurance and I'm guessing I have to pay for that health insurance, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: But you're not... You haven't been enrolled. You don't, you don't have to worry about it.

Speaker speaker_1: Oh, okay, so I have not been enrolled and if I wanted to enroll, that's why you sent that text, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, perfect. I just wanted to know. Um, uh, thank you, guys. I appreciate it. And, uh, thank you for your help.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Mm-hmm. Thank you.

Speaker speaker_2: That was your health insurance?

Speaker speaker_1: Uh-huh.