

Transcript: Pearl

Rojas-6007029288714240-6274999780950016

Full Transcript

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Norma Martinez. Hola, buenas tardes. Gracias por llamar a Benefits and a Card. Mi nombre es Perla. Con quien tengo el gusto? Norma Martinez. Como le puedo ayudar? Yes, I'm calling because, uh, supposedly in the ... I had canceled my, um, my health benefits with you guys, and I'm still being charged. Okay, what's the name of the staffing agency you work for? Palatka. And the last four digits of your social? 5483. All righty, and if you can confirm your address and date of birth. PO Box 287, Houston, Texas 77466, 052679. Okay, I have a different address on file. 37321 FM 1458, Number 11, Brookflower, Texas 77423. Okay, I have your phone number as 346 254-9035? Mm-hmm. And I have your email address as smitchell78660@gmail.com? The which one? My email? Email address, yes. Oh, normamartinez571@yahoo.com. Okay, give me one second. Okay, so it looks like you guys c- you canceled on the 23rd of December. And I'm still- And- ... being charged... every week. Okay, so I have that we haven't received a deduction since the... Wait one second. Since the 27th of December. So, they're going to stop or they're going to continue? Because last week when I got paid, there was just, they were taken out. Okay, what does it say next to the deduction? What was that? What does it say next to the deduction? 16. It says just 16? What's the name next to that? Hold on. It says BIC Health plan. Okay. Um, well, we haven't received a deduction since the end of December. Um, you would have to speak to your staffing agency about the deduction because we're not receiving them anymore. Hmm. So I need to get in contact with them? Yes. Because every week they're taking out money, and I have called them and canceled it, because I'm not even using it. Yeah, but I... Yeah, I do see here where you called them on the 23rd of December to, to cancel. And it usually takes one to two weeks, but we haven't received a deduction since the end of December. All right, let me call them right now. All righty, thank you so much for calling Benefits and a Card. Okay.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Norma Martinez.

Speaker speaker_0: Hola, buenas tardes. Gracias por llamar a Benefits and a Card. Mi nombre es Perla. Con quien tengo el gusto?

Speaker speaker_1: Norma Martinez.

Speaker speaker_0: Como le puedo ayudar?

Speaker speaker_1: Yes, I'm calling because, uh, supposedly in the ... I had canceled my, um, my health benefits with you guys, and I'm still being charged.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Palatka.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 5483.

Speaker speaker_0: All righty, and if you can confirm your address and date of birth.

Speaker speaker_1: PO Box 287, Houston, Texas 77466, 052679.

Speaker speaker_0: Okay, I have a different address on file.

Speaker speaker_1: 37321 FM 1458, Number 11, Brookflower, Texas 77423.

Speaker speaker_0: Okay, I have your phone number as 346 254-9035?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And I have your email address as smitchell78660@gmail.com?

Speaker speaker_1: The which one? My email?

Speaker speaker_0: Email address, yes.

Speaker speaker_1: Oh, normamartinez571@yahoo.com.

Speaker speaker_0: Okay, give me one second. Okay, so it looks like you guys c- you canceled on the 23rd of December.

Speaker speaker_1: And I'm still-

Speaker speaker_0: And-

Speaker speaker_1: ... being charged... every week.

Speaker speaker_0: Okay, so I have that we haven't received a deduction since the... Wait one second. Since the 27th of December.

Speaker speaker_1: So, they're going to stop or they're going to continue? Because last week when I got paid, there was just, they were taken out.

Speaker speaker_0: Okay, what does it say next to the deduction?

Speaker speaker_1: What was that?

Speaker speaker_0: What does it say next to the deduction?

Speaker speaker_1: 16.

Speaker speaker_0: It says just 16? What's the name next to that?

Speaker speaker_1: Hold on. It says BIC Health plan.

Speaker speaker_0: Okay. Um, well, we haven't received a deduction since the end of December. Um, you would have to speak to your staffing agency about the deduction because we're not receiving them anymore.

Speaker speaker_1: Hmm. So I need to get in contact with them?

Speaker speaker_0: Yes.

Speaker speaker_1: Because every week they're taking out money, and I have called them and canceled it, because I'm not even using it.

Speaker speaker_0: Yeah, but I... Yeah, I do see here where you called them on the 23rd of December to, to cancel. And it usually takes one to two weeks, but we haven't received a deduction since the end of December.

Speaker speaker_1: All right, let me call them right now.

Speaker speaker_0: All righty, thank you so much for calling Benefits and a Card.

Speaker speaker_1: Okay.