

Transcript: Pearl

Rojas-6049959963574272-5496813709213696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Timothy. How are you? I'm great and yourself? Pretty good. How can I assist you? I have a question for you. Uh, I, uh, initiated my benefits, uh, through my, uh, employer or contractor whatever you want to call them. And I was looking at the, the benefit total that you're s- supposed to be deducting through the, uh, employer's, uh, payroll system, compared to what I'm seeing like on my dashboard on your system, and the number is different that's on my payroll compared to your dashboard. And I was wondering if there was something else or if I'm seeing, looking at this wrong? I'm not, just not sure why it's a different number. Still there? Yes. Give me one second. Okay. Hmm. Okay, so what is the name of the staffing agency you work for? Hello? The... Yeah. Sorry. So you want to know the... The, so the amount that I'm signed up through your portal, that, uh, it said it began on 1/13. So there's two... Okay. What's- I'm sorry, go ahead. And what's the name of the staffing agency you work for? Creative Circle. And the last four digits of your Social? 2694. Let's take a look here and see if I can see what you're seeing. Okay. And verify your address and date of birth. 2572 Brunswick Circle, Woodridge, Illinois, 60517. Uh, 11/10/1978. All righty. And I have your phone number as 630-768-9600? That's right. And I have your email address as tdolecek@hotmail.com? That is right. All right. So... See, I have you down for Insure Plus Basics and the tel- the MEC TelRx, one for 36.78 and one for 23.07. Yeah, so the total's like 59.85. Mm-hmm. You, are you able to see what I get through my payroll or do you not see those numbers? No, I can't see those numbers, um, but I can see what, what we're having the deduction as and then to what it says in the manual as well. Insure Plus Basic. Well, the prices I'm seeing here on, on our end and what's in the, the benefit guide is the same. You're saying that on your payroll th- uh, on your check stub it's different? Yeah, so it, it says on, so in benefits, it's Medical 125, which is 23.07. Mm-hmm. Which matches up. And then there was a voluntary benefit, which is 73.56 and I'm not sure that that's more than the, the 36.78. So I'm not sure what that, why that number is not 36.78, because it was before. Like on my pay stub from last week, it was that number. Now it's changed. Okay. Let's see. Hey, give me one moment. I'ma place you on a brief hold and I'll be right back with you. Sure. All righty. Thank you so much for holding. So- Sure. So if ... So you said the deduction is 73.66? That deduction would... The only way I get that amount is if you add the 36.78 twice. It looks like they possibly made a deduc- that deduction, um, like if it's two. Okay. Yeah. What I'm gonna do, I'm gonna open an investigation. I will... I'm gonna send you a document request email, and then per- on that email, I just want you to respond with a copy of your pay stub showing the deduction. That way, I can have o- my main office, um, reach out and see why the deduction is that amount. Okay. Um, and then once they let me know what's going on or

where we go from there, I'll give you a call back. These processes usually take about 24 to 48 hours. Um- Yeah. But as soon as they let me know something, I will give you a call back and, and we can go from there. So you're gonna send me an email? Yes. It's gonna come from info@benefitsinacard.com. It should- Okay. ... go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Yeah. And you're gonna send that in a couple minutes? I should That makes sense. Yep, I sent it right now, so you should've seen it. Yeah. Oh. Oh, you got it. Mm-hmm. Let me go look. I don't see anything yet, but I will keep watching. All righty. And then, if you don't see it in there, try your spam or junk folder in the next couple minutes. Um- Yeah. And if you don't receive it within the next couple minutes, just give us a call back and we'll have that resent to you, okay? Okay. Sounds good. All righty. Thank you so much for calling. You have a great day. Thanks for the help. Yep, you too. No problem. Bye. Have a good one. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: My name is Timothy. How are you?

Speaker speaker_1: I'm great and yourself?

Speaker speaker_2: Pretty good.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: I have a question for you. Uh, I, uh, initiated my benefits, uh, through my, uh, employer or contractor whatever you want to call them. And I was looking at the, the benefit total that you're s- supposed to be deducting through the, uh, employer's, uh, payroll system, compared to what I'm seeing like on my dashboard on your system, and the number is different that's on my payroll compared to your dashboard. And I was wondering if there was something else or if I'm seeing, looking at this wrong? I'm not, just not sure why it's a different number. Still there?

Speaker speaker_1: Yes. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Hmm. Okay, so what is the name of the staffing agency you work for? Hello?

Speaker speaker_2: The... Yeah.

Speaker speaker_1: Sorry.

Speaker speaker_2: So you want to know the... The, so the amount that I'm signed up through your portal, that, uh, it said it began on 1/13. So there's two...

Speaker speaker_1: Okay. What's-

Speaker speaker_2: I'm sorry, go ahead.

Speaker speaker_1: And what's the name of the staffing agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 2694.

Speaker speaker_1: Let's take a look here and see if I can see what you're seeing.

Speaker speaker_2: Okay.

Speaker speaker_1: And verify your address and date of birth.

Speaker speaker_2: 2572 Brunswick Circle, Woodridge, Illinois, 60517. Uh, 11/10/1978.

Speaker speaker_1: All righty. And I have your phone number as 630-768-9600?

Speaker speaker_2: That's right.

Speaker speaker_1: And I have your email address as tdolecek@hotmail.com?

Speaker speaker_2: That is right.

Speaker speaker_1: All right. So... See, I have you down for Insure Plus Basics and the tel- the MEC TelRx, one for 36.78 and one for 23.07.

Speaker speaker_2: Yeah, so the total's like 59.85.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: You, are you able to see what I get through my payroll or do you not see those numbers?

Speaker speaker_1: No, I can't see those numbers, um, but I can see what, what we're having the deduction as and then to what it says in the manual as well. Insure Plus Basic. Well, the prices I'm seeing here on, on our end and what's in the, the benefit guide is the same. You're saying that on your payroll th- uh, on your check stub it's different?

Speaker speaker_2: Yeah, so it, it says on, so in benefits, it's Medical 125, which is 23.07.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Which matches up. And then there was a voluntary benefit, which is 73.56 and I'm not sure that that's more than the, the 36.78. So I'm not sure what that, why that number is not 36.78, because it was before. Like on my pay stub from last week, it was that number. Now it's changed.

Speaker speaker_1: Okay. Let's see. Hey, give me one moment. I'ma place you on a brief hold and I'll be right back with you.

Speaker speaker_2: Sure.

Speaker speaker_1: All righty. Thank you so much for holding. So-

Speaker speaker_3: Sure.

Speaker speaker_1: So if ... So you said the deduction is 73.66? That deduction would... The only way I get that amount is if you add the 36.78 twice. It looks like they possibly made a deduc- that deduction, um, like if it's two.

Speaker speaker_3: Okay. Yeah.

Speaker speaker_1: What I'm gonna do, I'm gonna open an investigation. I will... I'm gonna send you a document request email, and then per- on that email, I just want you to respond with a copy of your pay stub showing the deduction. That way, I can have o- my main office, um, reach out and see why the deduction is that amount.

Speaker speaker_3: Okay.

Speaker speaker_1: Um, and then once they let me know what's going on or where we go from there, I'll give you a call back. These processes usually take about 24 to 48 hours. Um-

Speaker speaker_3: Yeah.

Speaker speaker_1: But as soon as they let me know something, I will give you a call back and, and we can go from there.

Speaker speaker_3: So you're gonna send me an email?

Speaker speaker_1: Yes. It's gonna come from info@benefitsinacard.com. It should-

Speaker speaker_3: Okay.

Speaker speaker_1: ... go to your inbox. If you don't see it in your inbox, check that spam or junk folder.

Speaker speaker_3: Yeah. And you're gonna send that in a couple minutes? I should

Speaker speaker_4: That makes sense.

Speaker speaker_1: Yep, I sent it right now, so you should've seen it. Yeah.

Speaker speaker_3: Oh. Oh, you got it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Let me go look. I don't see anything yet, but I will keep watching.

Speaker speaker_1: All righty. And then, if you don't see it in there, try your spam or junk folder in the next couple minutes. Um-

Speaker speaker_3: Yeah.

Speaker speaker_1: And if you don't receive it within the next couple minutes, just give us a call back and we'll have that resent to you, okay?

Speaker speaker_3: Okay. Sounds good.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_3: Thanks for the help. Yep, you too.

Speaker speaker_1: No problem.

Speaker speaker_3: Bye.

Speaker speaker_1: Have a good one. Bye.