

## Transcript: Pearl

**Rojas-6114370197176320-6030441670819840**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudels. Who does you're speaking with? Hey, how you doing this morning? I am great. And yourself? I'm doing pretty good. My name's Cedric. And how can I assist you, Mr. Cedric? Uh, yes. Uh, I'm calling in reference to... I'm gonna give you my card number real quick. Uh, my card number is 4116- Card... I'm sorry. ... U- You mean card number for what? Uh, I'm, I'm gonna give you my card number. It's in reference to the amount of money that's gonna be... Uh, I'm gonna have, uh, some money deposited on tomorrow morning on the, on the 3rd. And, uh, it's gonna be in the amount of... It told me \$69 and, I believe, 34 cents. 'Cause I received a message from you all. And, uh, I just called my employer and, uh, I- I was, I was wondering why the amount is gonna be, uh, what it is. Because, uh, uh, the job that I was at, uh, I actually put in, um, more hours than what this pay is, is, is gonna be. And so she told me I, I need to call you all to make sure that, that, uh, that, that this is right. Because I might... When I did my onboard, I might have accepted something that I should have declined, because I didn't want no mon- no, no, no extra money to be taken out of my check. Okay. So as far as your, your deposit amount, you have to speak to your staffing agency about that. Um, some staffing agencies do have auto enrollment for healthcare, and if you didn't decline during onboarding or call us to decline, you could have been auto-enrolled. I can take a look to see if you are enrolled into health care and get that, um, canceled for you or declined. But as far as your deposit amount, you would have to speak to your staffing agency. Oh, oh, oh, okay. Oh, o- okay. All right. Well, uh, well, I, I had just called them and, and they told me to call you. So I was just calling to, you know, just to try to see, you know, what, what, you know, what was going on with that. Yeah, definitely. I can take a look at your account and see if you were auto-enrolled and if there's any deductions being made. Um, but as far as the actual amount being deposited, you would have to talk to them about that. Oh, okay. All right. I understand. All right. Okay. What's the name of the staffing agency you work for? Serge. Serge, uh, Staffing. And the last four digits are? Uh, 7058. Okay. And if you can confirm your address and date of birth. Uh, 2359 2nd Street, Macon, Georgia, 31206. September 27th, 1977. Okay. Now your phone number is 478-954-0670? Yes. Yes. That's it. And now your email address is collinscedric@... uh, 8@gmail.com? Yes. Yes. That's it. All right. So taking a look here, you haven't been auto-enrolled into any plan, so I can go ahead and get that declined so they won't auto-enroll you. So if you're seeing any, um, unusual deductions or your deposit amount isn't, um, calculating to, to the same as your hours, you would just speak to your staffing agency about that and see if there's any state deductions being made or any other kind of deductions. 'Cause as far as the healthcare, you haven't been enrolled and I declined you today. Okay. All right. All right. Thank you. I'll talk to them about it. All right. Thank you. Appreciate you. No problem. Have a great day. All right.

You too. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudels. Who does you're speaking with?

Speaker speaker\_2: Hey, how you doing this morning?

Speaker speaker\_1: I am great. And yourself?

Speaker speaker\_2: I'm doing pretty good. My name's Cedric.

Speaker speaker\_1: And how can I assist you, Mr. Cedric?

Speaker speaker\_2: Uh, yes. Uh, I'm calling in reference to... I'm gonna give you my card number real quick. Uh, my card number is 4116-

Speaker speaker\_1: Card... I'm sorry.

Speaker speaker\_2: ... U-

Speaker speaker\_1: You mean card number for what?

Speaker speaker\_2: Uh, I'm, I'm gonna give you my card number. It's in reference to the amount of money that's gonna be... Uh, I'm gonna have, uh, some money deposited on tomorrow morning on the, on the 3rd. And, uh, it's gonna be in the amount of... It told me \$69 and, I believe, 34 cents. 'Cause I received a message from you all. And, uh, I just called my employer and, uh, I- I was, I was wondering why the amount is gonna be, uh, what it is. Because, uh, uh, the job that I was at, uh, I actually put in, um, more hours than what this pay is, is, is gonna be. And so she told me I, I need to call you all to make sure that, that, uh, that, that this is right. Because I might... When I did my onboard, I might have accepted something that I should have declined, because I didn't want no mon- no, no, no extra money to be taken out of my check.

Speaker speaker\_1: Okay. So as far as your, your deposit amount, you have to speak to your staffing agency about that. Um, some staffing agencies do have auto enrollment for healthcare, and if you didn't decline during onboarding or call us to decline, you could have been auto-enrolled. I can take a look to see if you are enrolled into health care and get that, um, canceled for you or declined. But as far as your deposit amount, you would have to speak to your staffing agency.

Speaker speaker\_2: Oh, oh, oh, okay. Oh, o- okay. All right. Well, uh, well, I, I had just called them and, and they told me to call you. So I was just calling to, you know, just to try to see, you know, what, what, you know, what was going on with that.

Speaker speaker\_1: Yeah, definitely. I can take a look at your account and see if you were auto-enrolled and if there's any deductions being made. Um, but as far as the actual amount being deposited, you would have to talk to them about that.

Speaker speaker\_2: Oh, okay. All right. I understand. All right. Okay.

Speaker speaker\_1: What's the name of the staffing agency you work for?

Speaker speaker\_2: Serge. Serge, uh, Staffing.

Speaker speaker\_1: And the last four digits are?

Speaker speaker\_2: Uh, 7058.

Speaker speaker\_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker\_2: Uh, 2359 2nd Street, Macon, Georgia, 31206. September 27th, 1977.

Speaker speaker\_1: Okay. Now your phone number is 478-954-0670?

Speaker speaker\_2: Yes. Yes. That's it.

Speaker speaker\_1: And now your email address is collinscedric@... uh, 8@gmail.com?

Speaker speaker\_2: Yes. Yes. That's it.

Speaker speaker\_1: All right. So taking a look here, you haven't been auto-enrolled into any plan, so I can go ahead and get that declined so they won't auto-enroll you. So if you're seeing any, um, unusual deductions or your deposit amount isn't, um, calculating to, to the same as your hours, you would just speak to your staffing agency about that and see if there's any state deductions being made or any other kind of deductions. 'Cause as far as the healthcare, you haven't been enrolled and I declined you today.

Speaker speaker\_2: Okay. All right. All right. Thank you. I'll talk to them about it. All right. Thank you. Appreciate you.

Speaker speaker\_1: No problem. Have a great day.

Speaker speaker\_2: All right. You too. All right. Bye-bye.