

Transcript: VICTORIA

Taylor-4751160922554368-4676542878662656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi. I started American Staff Corp Staffing Agency last Friday. Um, I tried to opt out of benefits Thursday morning. Saying invalid, um, or no account existed or something like that. Um, and then I've been working 5:00 AM to like 6:30 each day. I need to opt out of everything and, like, I guess a big chunk of money came out of my check today. Okay. Uh, what's the last four of your Social? 3317. And your first and last name? Elizabeth Smith. I'm sorry, you said first name is Elizabeth? Yes. And what is the last name? Smith. S-M-I-T-H. Yeah, 'cause I should have like \$400 and something dollars and I have \$153 in my account. And I'm debating even going back to work because that's bullshit. I had no way to, like... Okay. . You said American Staff Corp, correct? Yes. Yeah, I don't even see we have a file for you in the system. Well, they took money out. Okay. Um, I, yeah, I just... I literally just started last Friday, so... Okay. I mean, I can make a file and decline the coverage. But as of right now, you don't have a file in the system so there's no way that they would be able to take out of the check for the benefits. Okay. 'Cause I would have, I would have a file for you. Okay. Well, I don't know what they did then because yeah, my, my check should've been over \$400 because of the hours that I worked. And I just checked my deposit and it's \$153. So I was like, this is the only thing I can think of. But she told me, the girl at the office told me that, that, you know, I just had to, to opt out or whatever. And I said, "I can't because there's no, like you said, no file on me." Um, so I'll have to figure out... Because yeah, I'm, I'm not happy with, with my paycheck right now. So. Yeah. I don't... I believe if... Honestly, I, I believe if that was the case, if the money was taken out, we should have a file for you in the system. So I'm not sure what's going on with that. Um, okay. But let me go ahead and make one for you so I can get it declined. Um, let's see. So it's American Staff Corp. First name is Elizabeth. Last name is Smith. Yes. And what is your full Social? Uh, it's 42973-3317. And your date of birth? 6/17/83. And then your mailing address. It's 728 Apartment A East Hamilton Street, Willard, Missouri, 65781. Okay. Let me just make sure I got this right. So it's 728 East Hamilton Apartment A? Yeah, East Hamilton Street Apartment A. Okay. And then Willard, Missouri 65781? Uh, yes. All right. And phone number, would it be the same phone number you're calling from? Yes. And lastly, what would be a good email? Um, it's going to be the, uh, eksmith26@gmail.com. Okay. Give me one second. I'm just like seriously frustrated right now. Like, this is not at all what I had billed. I didn't just sit here and work five 13-hour days to get paid \$153. Yeah, I understand. Now, were you... Do you have a copy of the pay stub? Does it say that, what was taken out specifically? That's what I'm trying to look at right now. Um, it's- Okay. ... taking its time. Um...No, it's seven... It, it's saying, it's saying that... I mean, it just... On, on the, the, the paycheck stub, it's just saying, like, um, you know, tax is 2604 and 609. So, like, it's not showing up on here. And my bank, but my bank

statement... Like, on here, it says that I should receive \$387.87. But when I go over here to my account, and I don't have overdraft or anything. It's, like, it's a... It's, like, a Chime c-... It's a Chime card. Um, when I go over here to that... Let me get back over there just for that. Sorry. Yeah, \$153.96. Okay. So, something's not communicating here. Um, I'll call and let her know. I'm gonna ph- I guess I will call Chime and let them know as well, because, um, you know, it just says... Yeah. That's it. I don't know what happened, but yeah, it's just saying that \$153.96 is all that, uh, that I'm getting, so I don't know- Okay. ... where it's miscommunicating. Yeah, I'm not sure what's going on- That's okay. ... either, but I know for sure that it would say on your pay stub if the insurance was taken out. Um, so with your employer, they automatically enroll you into the MEC TelRx plan- Oh, so that's the- ... on your first check. Is that the insurance? Yeah, that's the name of the plan. So, it... I believe, it really... We work for multiple clients. So, I am... We don't handle payroll, so I'm not sure the specific code it would say on the pay stub. Okay. But the plan itself costs \$16.80 a week. Okay. So, that's all that would be taken out of your check for that plan. Okay. Um, yeah, that's \$233.91 that's unaccounted for. And like I said- Yeah. ... it's... It... I don't have overdraft or anything like that on here, so it's just basic-basic, you know? Um, so I don't know what, um, what happened there, but I guess, uh, I guess we'll figure it out. Um, I'm actually gonna send them a text and see kind of what happened because, uh, that's quite a bit of difference. But thank you for clarifying- Yeah. ... that I don't have the benefits, 'cause like I said, I don't, I don't need those, but I don't know, um, what happened with, with my pay either. So, um. Okay. I'll send her a text and let them know. But thank you. I'm sorry. I didn't mean to vent at you. I'm just frustrated- No, you're fine. ... because I made... That's almost \$250 that's missing. I can understand that. Yes, ma'am. Yeah. And just to clarify, that is your first check, right? Yes. Mm-hmm. Okay. Yeah, 'cause I, I just started- So, you're- ... last Friday. Yeah, we're... You're good to go. I went ahead and made your file and declined the coverage. Okay. 'Cause they don't even auto enroll you into that until the day after your first check. Okay. Yeah. Yeah. That's- But either way- Okay. ... you don't have to worry about the insurance. Maybe, um, reaching out to payroll. I'm not sure if that will help, but that's definitely somewhere to check and see if they can come in- Okay. ... shed some light on that. Yeah, I did talk to her earlier today, and she didn't say anything about... Um, she did tell me that I was gonna get paid today. She just failed to mention that. Gotcha. Yeah, I guess because I was in the middle of a shift. I guess she told me that I was only getting a \$150 out of a \$400, over \$400 was paid, and I guess, you know, she knew I would have just walked off the job, so okay. Anyways, thank you for, like I said, getting me, uh, you know, unenrolled and everything or whatever. And I appreciate that, and I hope you have a happy Thanksgiving. You too. Have a good day. Thanks. You too. Okay. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, hi. I started American Staff Corp Staffing Agency last Friday. Um, I tried to opt out of benefits Thursday morning. Saying invalid, um, or no account existed or

something like that. Um, and then I've been working 5:00 AM to like 6:30 each day. I need to opt out of everything and, like, I guess a big chunk of money came out of my check today.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 3317.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Elizabeth Smith.

Speaker speaker_1: I'm sorry, you said first name is Elizabeth?

Speaker speaker_2: Yes.

Speaker speaker_1: And what is the last name?

Speaker speaker_2: Smith. S-M-I-T-H. Yeah, 'cause I should have like \$400 and something dollars and I have \$153 in my account. And I'm debating even going back to work because that's bullshit. I had no way to, like...

Speaker speaker_1: Okay.

Speaker speaker_2: .

Speaker speaker_1: You said American Staff Corp, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah, I don't even see we have a file for you in the system.

Speaker speaker_2: Well, they took money out. Okay. Um, I, yeah, I just... I literally just started last Friday, so...

Speaker speaker_1: Okay. I mean, I can make a file and decline the coverage. But as of right now, you don't have a file in the system so there's no way that they would be able to take out of the check for the benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause I would have, I would have a file for you.

Speaker speaker_2: Okay. Well, I don't know what they did then because yeah, my, my check should've been over \$400 because of the hours that I worked. And I just checked my deposit and it's \$153. So I was like, this is the only thing I can think of. But she told me, the girl at the office told me that, that, you know, I just had to, to opt out or whatever. And I said, "I can't because there's no, like you said, no file on me." Um, so I'll have to figure out... Because yeah, I'm, I'm not happy with, with my paycheck right now. So.

Speaker speaker_1: Yeah. I don't... I believe if... Honestly, I, I believe if that was the case, if the money was taken out, we should have a file for you in the system. So I'm not sure what's going on with that.

Speaker speaker_2: Um, okay.

Speaker speaker_1: But let me go ahead and make one for you so I can get it declined. Um, let's see. So it's American Staff Corp. First name is Elizabeth. Last name is Smith.

Speaker speaker_2: Yes.

Speaker speaker_1: And what is your full Social?

Speaker speaker_2: Uh, it's 42973-3317.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 6/17/83.

Speaker speaker_1: And then your mailing address.

Speaker speaker_2: It's 728 Apartment A East Hamilton Street, Willard, Missouri, 65781.

Speaker speaker_1: Okay. Let me just make sure I got this right. So it's 728 East Hamilton Apartment A?

Speaker speaker_2: Yeah, East Hamilton Street Apartment A.

Speaker speaker_1: Okay. And then Willard, Missouri 65781?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: All right. And phone number, would it be the same phone number you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: And lastly, what would be a good email?

Speaker speaker_2: Um, it's going to be the, uh, eksmith26@gmail.com.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: I'm just like seriously frustrated right now. Like, this is not at all what I had billed. I didn't just sit here and work five 13-hour days to get paid \$153.

Speaker speaker_1: Yeah, I understand. Now, were you... Do you have a copy of the pay stub? Does it say that, what was taken out specifically?

Speaker speaker_2: That's what I'm trying to look at right now. Um, it's-

Speaker speaker_1: Okay.

Speaker speaker_2: ... taking its time. Um...No, it's seven... It, it's saying, it's saying that... I mean, it just... On, on the, the, the paycheck stub, it's just saying, like, um, you know, tax is 2604 and 609. So, like, it's not showing up on here. And my bank, but my bank statement... Like, on here, it says that I should receive \$387.87. But when I go over here to my account, and I don't have overdraft or anything. It's, like, it's a... It's, like, a Chime c-... It's a Chime card. Um, when I go over here to that... Let me get back over there just for that. Sorry. Yeah, \$153.96.

Speaker speaker_1: Okay.

Speaker speaker_2: So, something's not communicating here. Um, I'll call and let her know. I'm gonna ph- I guess I will call Chime and let them know as well, because, um, you know, it just says... Yeah. That's it. I don't know what happened, but yeah, it's just saying that \$153.96 is all that, uh, that I'm getting, so I don't know-

Speaker speaker_1: Okay.

Speaker speaker_2: ... where it's miscommunicating.

Speaker speaker_1: Yeah, I'm not sure what's going on-

Speaker speaker_2: That's okay.

Speaker speaker_1: ... either, but I know for sure that it would say on your pay stub if the insurance was taken out. Um, so with your employer, they automatically enroll you into the MEC TelRx plan-

Speaker speaker_2: Oh, so that's the-

Speaker speaker_1: ... on your first check.

Speaker speaker_2: Is that the insurance?

Speaker speaker_1: Yeah, that's the name of the plan. So, it... I believe, it really... We work for multiple clients. So, I am... We don't handle payroll, so I'm not sure the specific code it would say on the pay stub.

Speaker speaker_2: Okay.

Speaker speaker_1: But the plan itself costs \$16.80 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: So, that's all that would be taken out of your check for that plan.

Speaker speaker_2: Okay. Um, yeah, that's \$233.91 that's unaccounted for. And like I said-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... it's... It... I don't have overdraft or anything like that on here, so it's just basic-basic, you know? Um, so I don't know what, um, what happened there, but I guess, uh, I guess we'll figure it out. Um, I'm actually gonna send them a text and see kind of what happened because, uh, that's quite a bit of difference. But thank you for clarifying-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... that I don't have the benefits, 'cause like I said, I don't, I don't need those, but I don't know, um, what happened with, with my pay either. So, um.

Speaker speaker_1: Okay.

Speaker speaker_2: I'll send her a text and let them know. But thank you. I'm sorry. I didn't mean to vent at you. I'm just frustrated-

Speaker speaker_1: No, you're fine.

Speaker speaker_2: ... because I made... That's almost \$250 that's missing.

Speaker speaker_1: I can understand that. Yes, ma'am.

Speaker speaker_2: Yeah.

Speaker speaker_1: And just to clarify, that is your first check, right?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, 'cause I, I just started-

Speaker speaker_1: So, you're-

Speaker speaker_2: ... last Friday.

Speaker speaker_1: Yeah, we're... You're good to go. I went ahead and made your file and declined the coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause they don't even auto enroll you into that until the day after your first check.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_2: That's-

Speaker speaker_1: But either way-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you don't have to worry about the insurance. Maybe, um, reaching out to payroll. I'm not sure if that will help, but that's definitely somewhere to check and see if they can come in-

Speaker speaker_2: Okay.

Speaker speaker_1: ... shed some light on that.

Speaker speaker_2: Yeah, I did talk to her earlier today, and she didn't say anything about... Um, she did tell me that I was gonna get paid today. She just failed to mention that.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Yeah, I guess because I was in the middle of a shift. I guess she told me that I was only getting a \$150 out of a \$400, over \$400 was paid, and I guess, you know, she knew I would have just walked off the job, so okay. Anyways, thank you for, like I said, getting me, uh, you know, unenrolled and everything or whatever. And I appreciate that, and I hope you have a happy Thanksgiving.

Speaker speaker_1: You too. Have a good day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Okay.

Speaker speaker_2: Bye-bye.