

Transcript: VICTORIA

Taylor-5552956338782208-4705046512451584

Full Transcript

... the dad tickle 197. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, ma'am. Uh, my name is Alejandro Scrapshot. I am a employee with, uh, Surge Staffing. Um, I was given this number so I could call you guys to let you know that it's something on my check that's, uh, called MEC Taylor Rx, uh, med plan. I want to let you guys know that I- I didn't need that. Just take me off of that. They told me I had to call you so it could be taken off so no money's gonna be taken out of my check for that. Okay. What's the last four digits of your Social? It's 6944. And do you mind verifying your address and date of birth? It is, um, 624 Forest Hill Road, Apartment X3 31210, Macon, Georgia. Okay. Your date of birth? 3/19/1973. And that phone number 478-208-2358? Yes, ma'am. I didn't know that- And then email? Ma'am, my email is alejandro.scrapshot@yahoo.com. I didn't even know that it... that that was being taken out of my check, ma'am, at all. I didn't know that it was... that it was being taken out of my check for this amount of time but I don't want anything taken out, um, going forward. Could you, um, make sure that- So a couple of things. Um, Surge Staffing automatically enrolls members into that plan unless you opt out beforehand. Oh, okay. They- they- That's why you were- Oh, they automatically- ... not opted out. Yes, ma'am. They, they automatically did it. Oh, okay. 'Cause I was thinking about it. I don't even recall, uh, signing anything that... to that degree. So thank you for reminding. Thank you for telling me that. So that... Yeah, so did you tell me to call and opt out? Yeah. So I don't see that you have and that's why you were enrolled. Now another thing, I don't see that any deductions have been made recently. The last deduction was made on the 20th of March and it looks like that enrollment rolled over to COBRA. So it essentially canceled out. Well, I got to... I just got a receiving check for 5/2/25 for \$178 in the sense that, um, \$75 was taken out in total. Um, uh, yes, in, in total but the amount is 15.16 per pay- Are you looking at the year to date? Yes, ma'am. The year to... The year to date. Yes, ma'am. The year to date, uh, deduction is, uh, 15.16. That's correct. Okay. That's correct. Yes, ma'am. So that's what you pay weekly. The year to date is just showing you how much you've already paid for that in the year. Okay, um- But like I said, I don't see any recent deductions. Um, the last deduction we received was on the 20th of March and that's because the enrollment rolled over to COBRA which essentially cancels out unless you continue the coverage through COBRA. Okay. Okay. But right here you can- And what you're show... What you're seeing on that check is the year to date, uh- Okay. ... charge which has just- Okay. ... gone unpaid. M-E-C- Hold on one second. ... amount \$15.16 which is current. That's a current, uh, pay to- payroll. Right. That's what I wanted to ask you, ma'am but- This right here, this happened for \$3.05. That's current. Uh-huh. Not year to date. All right. That's the difference between... All right. I see right here, ma'am, and it's saying that, uh, \$3.05- It's current. ... is current, uh- And that's 15. And, uh, the amount is... at the end is 15.16. That's current. And it's current, ma'am. Okay. So I'm gonna

have to... What I'm gonna do is I'm gonna send you an email for you to forward over that pay stub so I can look at what you're looking at. According to my systems, we have not received a payroll deduction since the 20th of March because the coverage essentially rolled over to COBRA and canceled out. Okay. So I will send you an email with instructions on how to forward that over so we can verify, um, what's being taken out, if anything, and then I will follow up with you from there. Yes, ma'am. Thank you. You're welcome. Um, just make sure you send a clear picture- ... is when they see the billing and it's, it's... they go back and take it back. Do... Well, if, if I never... Well, she- If you never- She said they automatically put me in. But you didn't. So if I didn't do it, do- does I get any of that money back now? No, sir, because you never opted out of the coverage. That's why you were enrolled. So we would not be refunding that. Okay. All right. Thank you, ma'am. I- I'm waiting for the email. All righty. Sending that your way. Did you need help with anything else? No, ma'am. Just wanted to make sure that this was taken care of. Okay. All righty. . You have a wonderful day. Yes, ma'am.

Conversation Format

Speaker speaker_0: ... the dad tickle 197.

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

Speaker speaker_2: Yes, ma'am. Uh, my name is Alejandro Scrapshot. I am a employee with, uh, Surge Staffing. Um, I was given this number so I could call you guys to let you know that it's something on my check that's, uh, called MEC Taylor Rx, uh, med plan. I want to let you guys know that I- I didn't need that. Just take me off of that. They told me I had to call you so it could be taken off so no money's gonna be taken out of my check for that.

Speaker speaker_1: Okay. What's the last four digits of your Social?

Speaker speaker_2: It's 6944.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: It is, um, 624 Forest Hill Road, Apartment X3 31210, Macon, Georgia.

Speaker speaker_1: Okay. Your date of birth?

Speaker speaker_2: 3/19/1973.

Speaker speaker_1: And that phone number 478-208-2358?

Speaker speaker_2: Yes, ma'am. I didn't know that-

Speaker speaker_1: And then email?

Speaker speaker_2: Ma'am, my email is alejandro.scrapshot@yahoo.com. I didn't even know that it... that that was being taken out of my check, ma'am, at all. I didn't know that it was... that it was being taken out of my check for this amount of time but I don't want anything taken

out, um, going forward. Could you, um, make sure that-

Speaker speaker_1: So a couple of things. Um, Surge Staffing automatically enrolls members into that plan unless you opt out beforehand.

Speaker speaker_2: Oh, okay. They- they-

Speaker speaker_1: That's why you were-

Speaker speaker_2: Oh, they automatically-

Speaker speaker_1: ... not opted out.

Speaker speaker_2: Yes, ma'am. They, they automatically did it. Oh, okay. 'Cause I was thinking about it. I don't even recall, uh, signing anything that... to that degree. So thank you for reminding. Thank you for telling me that. So that... Yeah, so did you tell me to call and opt out?

Speaker speaker_1: Yeah. So I don't see that you have and that's why you were enrolled. Now another thing, I don't see that any deductions have been made recently. The last deduction was made on the 20th of March and it looks like that enrollment rolled over to COBRA. So it essentially canceled out.

Speaker speaker_2: Well, I got to... I just got a receiving check for 5/2/25 for \$178 in the sense that, um, \$75 was taken out in total. Um, uh, yes, in, in total but the amount is 15.16 per pay-

Speaker speaker_1: Are you looking at the year to date?

Speaker speaker_2: Yes, ma'am. The year to... The year to date. Yes, ma'am. The year to date, uh, deduction is, uh, 15.16.

Speaker speaker_0: That's correct.

Speaker speaker_1: Okay.

Speaker speaker_2: That's correct. Yes, ma'am.

Speaker speaker_1: So that's what you pay weekly. The year to date is just showing you how much you've already paid for that in the year.

Speaker speaker_2: Okay, um-

Speaker speaker_1: But like I said, I don't see any recent deductions. Um, the last deduction we received was on the 20th of March and that's because the enrollment rolled over to COBRA which essentially cancels out unless you continue the coverage through COBRA.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. But right here you can-

Speaker speaker_1: And what you're show... What you're seeing on that check is the year to date, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... charge which has just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... gone unpaid.

Speaker speaker_0: M-E-C-

Speaker speaker_2: Hold on one second.

Speaker speaker_0: ... amount \$15.16 which is current. That's a current, uh, pay to- payroll.

Speaker speaker_2: Right. That's what I wanted to ask you, ma'am but-

Speaker speaker_0: This right here, this happened for \$3.05. That's current.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Not year to date.

Speaker speaker_2: All right.

Speaker speaker_0: That's the difference between...

Speaker speaker_2: All right. I see right here, ma'am, and it's saying that, uh, \$3.05-

Speaker speaker_0: It's current.

Speaker speaker_2: ... is current, uh-

Speaker speaker_0: And that's 15.

Speaker speaker_3: And, uh, the amount is... at the end is 15.16.

Speaker speaker_0: That's current.

Speaker speaker_2: And it's current, ma'am.

Speaker speaker_1: Okay. So I'm gonna have to... What I'm gonna do is I'm gonna send you an email for you to forward over that pay stub so I can look at what you're looking at. According to my systems, we have not received a payroll deduction since the 20th of March because the coverage essentially rolled over to COBRA and canceled out.

Speaker speaker_2: Okay.

Speaker speaker_1: So I will send you an email with instructions on how to forward that over so we can verify, um, what's being taken out, if anything, and then I will follow up with you from there.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: You're welcome. Um, just make sure you send a clear picture-

Speaker speaker_0: ... is when they see the billing and it's, it's... they go back and take it back.

Speaker speaker_2: Do... Well, if, if I never... Well, she-

Speaker speaker_0: If you never-

Speaker speaker_2: She said they automatically put me in.

Speaker speaker_0: But you didn't.

Speaker speaker_2: So if I didn't do it, do- does I get any of that money back now?

Speaker speaker_1: No, sir, because you never opted out of the coverage. That's why you were enrolled. So we would not be refunding that.

Speaker speaker_2: Okay. All right. Thank you, ma'am. I- I'm waiting for the email.

Speaker speaker_1: All righty. Sending that your way. Did you need help with anything else?

Speaker speaker_2: No, ma'am. Just wanted to make sure that this was taken care of.

Speaker speaker_1: Okay. All righty.

Speaker speaker_2: .

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: Yes, ma'am.