

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I'm calling because I would like to un-enroll in this program or whatever. Okay, uh, what's the name of- Because I didn't accept or decline. I was automatically entered. Okay. What's the name of the agency you work for? Serge Staffing. And the last four of your Social? 7442. All right, and your first and last name? Pamela Thomas. Do you mind verifying your address and date of birth? 11068 Highway 231 South, Number 13, Troy, Alabama, 36081. 1367. Phone number is 786-991-5952? Yes, ma'am. Email is gonna be uh, p and then s- s-n-a-p-p-e-r45 at gmail. Yes, ma'am. Okay. So I can definitely go ahead and cancel the enrollment. Um, I know typically with cancellations, it does take about one to two weeks to be processed through your payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll is canceled on their end. Okay. Because I've been wondering what, what this is taken out for. Sure. And I talked to, I talked to the office manager and she explained to me that it was for some type of enrollment, but she said because I didn't accept or decline, I was automatically enrolled. Correct. So Serge Staffing will automatically enroll- enroll new hires into this plan unless you decline the coverage beforehand. Um, they give you 30 days from the date of your first check to decline the coverage before being automatically enrolled. I didn't even know what it was until I looked at... Because I had direct deposited. And I'm like, "Wait a minute, what is they taking out this for? Because I don't even know what this is." So... Okay. Yeah, I mean, the plan that they automatically enroll you into is specifically designed for your preventative healthcare. So it covers things like yearly physicals, vaccinations and preventative screenings, which it does cover that at 100% as long as you stay in the network. It also comes with a virtual urgent care and then the free Rx, uh, prescription plan. Yeah, I didn't know I was enrolled in it. Um, they took me 15 dollars and 16 cents out of my paycheck for that. Yeah. So like I said, again, this is something that Serge Staffing does for all new hires. I'm not sure why you weren't informed. That's something I would take up with Serge Staffing directly about. Um, I can definitely... Like I have, I've already put in the request to have it canceled for you. Um... One two three, four, five, six, seven, eight... And- Okay, thank you so much. Yeah, that's totally fine. You're welcome. Have a great evening. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, I'm calling because I would like to un-enroll in this program or whatever.

Speaker speaker_0: Okay, uh, what's the name of-

Speaker speaker_1: Because I didn't accept or decline. I was automatically entered.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Serge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7442.

Speaker speaker_0: All right, and your first and last name?

Speaker speaker_1: Pamela Thomas.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 11068 Highway 231 South, Number 13, Troy, Alabama, 36081. 1367.

Speaker speaker_0: Phone number is 786-991-5952?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Email is gonna be uh, p and then s- s-n-a-p-p-e-r45 at gmail.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I can definitely go ahead and cancel the enrollment. Um, I know typically with cancellations, it does take about one to two weeks to be processed through your payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll is canceled on their end.

Speaker speaker_1: Okay. Because I've been wondering what, what this is taken out for.

Speaker speaker_0: Sure.

Speaker speaker_1: And I talked to, I talked to the office manager and she explained to me that it was for some type of enrollment, but she said because I didn't accept or decline, I was automatically enrolled.

Speaker speaker_0: Correct. So Serge Staffing will automatically enroll- enroll new hires into this plan unless you decline the coverage beforehand. Um, they give you 30 days from the date of your first check to decline the coverage before being automatically enrolled.

Speaker speaker_1: I didn't even know what it was until I looked at... Because I had direct deposited. And I'm like, "Wait a minute, what is they taking out this for? Because I don't even know what this is." So...

Speaker speaker_0: Okay. Yeah, I mean, the plan that they automatically enroll you into is specifically designed for your preventative healthcare. So it covers things like yearly

physicals, vaccinations and preventative screenings, which it does cover that at 100% as long as you stay in the network. It also comes with a virtual urgent care and then the free Rx, uh, prescription plan.

Speaker speaker_1: Yeah, I didn't know I was enrolled in it. Um, they took me 15 dollars and 16 cents out of my paycheck for that.

Speaker speaker_0: Yeah. So like I said, again, this is something that Serge Staffing does for all new hires. I'm not sure why you weren't informed. That's something I would take up with Serge Staffing directly about. Um, I can definitely... Like I have, I've already put in the request to have it canceled for you. Um...

Speaker speaker_2: One two three, four, five, six, seven, eight...

Speaker speaker_0: And-

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Yeah, that's totally fine. You're welcome.

Speaker speaker_1: Have a great evening.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Bye.