

Transcript: VICTORIA

Taylor-6557426467422208-5277544693317632

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? I was calling to, uh, uh, see what I need to do to get off of the, uh, insurance through the company I'm through. Okay, sure. What's the name of the agency you work through? Morales. Okay. And the last four of your Social? 8106. And your first and last name? Berkelbergdor. Okay. Do you mind verifying your address and date of birth? 214 South Sycamore Street, Flora, Indiana. Date of birth, 06/28/2001. And, uh, what would be a good phone number for you? 765-822-0454. Okay. And then email is need, the number four, speed2018 at gmail.com? Yes, ma'am. Okay. Um, I don't see that you're enrolled into anything, so I can go ahead and decline it for you. Uh, was gonna say, they've been, uh, they've been charging me money for insurance, and they said I'm in the insurance, so... Just trying to- Yeah, I'm not showing. That's not showing it. I'm not showing it. Yeah, um, you said Morales Group, correct? Yeah. That, that's pretty funny. Okay. Um, do you have a copy of the pay stubs where it shows the deduction being made? No, I do not. I have to go to human resources and get that. Okay. Um- How much is you guys' insurance per month? Because, uh, they've been taking, like, \$400 out of my check each month at the end of the month for insurance. Uh, is it possible you're looking at the Medicare tax? 'Cause we don't have... Most of the plans you pay for on a weekly basis, and they're not anywhere close to \$400. Would a Medicare tax be \$400 out of a check at the end of the month? I'm not too sure. I don't handle taxes, and I don't have access to payroll, so I- I'm not sure how much they would charge for that. Okay. But I'm not showing that you're enrolled into anything in our system. And you guys are the company who goes through Morales? Like, that's who they sign people up for when they sign up for insurance? Yes. We're the benefits administrators for Morales Group. Okay. All right. Well, I'm gonna have to go around and get, give me some paperwork and stuff then and see what's going on. Okay. Thank you for your time. You're welcome. I'm gonna send you an email with instructions on how to forward over the pay stubs if you want us to investigate that, um, if you're able to get copies of those. Okay. All right. Yes, sir. Thank you. You're welcome. Bye-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: I was calling to, uh, uh, see what I need to do to get off of the, uh, insurance through the company I'm through.

Speaker speaker_1: Okay, sure. What's the name of the agency you work through?

Speaker speaker_2: Morales.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 8106.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Berkelbergdor.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 214 South Sycamore Street, Flora, Indiana. Date of birth, 06/28/2001.

Speaker speaker_1: And, uh, what would be a good phone number for you?

Speaker speaker_2: 765-822-0454.

Speaker speaker_1: Okay. And then email is need, the number four, speed2018 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I don't see that you're enrolled into anything, so I can go ahead and decline it for you.

Speaker speaker_2: Uh, was gonna say, they've been, uh, they've been charging me money for insurance, and they said I'm in the insurance, so... Just trying to-

Speaker speaker_1: Yeah, I'm not showing.

Speaker speaker_2: That's not showing it.

Speaker speaker_1: I'm not showing it. Yeah, um, you said Morales Group, correct?

Speaker speaker_2: Yeah. That, that's pretty funny.

Speaker speaker_1: Okay. Um, do you have a copy of the pay stubs where it shows the deduction being made?

Speaker speaker_2: No, I do not. I have to go to human resources and get that.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: How much is you guys' insurance per month? Because, uh, they've been taking, like, \$400 out of my check each month at the end of the month for insurance.

Speaker speaker_1: Uh, is it possible you're looking at the Medicare tax? 'Cause we don't have... Most of the plans you pay for on a weekly basis, and they're not anywhere close to \$400.

Speaker speaker_2: Would a Medicare tax be \$400 out of a check at the end of the month?

Speaker speaker_1: I'm not too sure. I don't handle taxes, and I don't have access to payroll, so I- I'm not sure how much they would charge for that.

Speaker speaker_2: Okay.

Speaker speaker_1: But I'm not showing that you're enrolled into anything in our system.

Speaker speaker_2: And you guys are the company who goes through Morales? Like, that's who they sign people up for when they sign up for insurance?

Speaker speaker_1: Yes. We're the benefits administrators for Morales Group.

Speaker speaker_2: Okay. All right. Well, I'm gonna have to go around and get, give me some paperwork and stuff then and see what's going on.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you for your time.

Speaker speaker_1: You're welcome. I'm gonna send you an email with instructions on how to forward over the pay stubs if you want us to investigate that, um, if you're able to get copies of those.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.