

Transcript: Chris Sofield (deactivated)-5058988193923072-5128206289518592

Full Transcript

Thank you for calling ... Card. This is Chris. How can I help you today? Hi. I noticed on my pay stub that I got billed for, um, some insurance that, uh, I didn't need, so I'm calling to cancel this. Okay. What staffing company do you work with? Uh, Integrity Trade, I think? Integrity Trade Systems, something like that. Okay. And the last four of your social? 0236. Your first and last name? Shawn. S-H-A-W-N. Ledckd. L-E-D-C-K-D. All right, Mr. Ledckd. Could you verify your address and your date of birth for me? Yeah. Uh, 5197, uh, Scott Circle, Lisle, Illinois. Uh, 0401-1977. Thank you. And then, let's see here. We have phone showing up 773-530-5782. Is that correct? Correct. All right. Mr. Ledckd, I'm not showing that you're currently enrolled in any insurance benefits. Um, the automatic enrollment that Integrity does has not yet happened. Uh, we can stop that before it happens, but that does mean that whatever you're seeing coming outta your check is not for insurance and you'll need to ask their payroll teams what that is. Yeah, I might have to, 'cause I literally just looked at it and I called them. They said that was from the insurance and they gave me this BIC number and that's me calling you now. So I'll ask them about that too. But I still would like to cancel. I'm already covered through somebody else. But like I said, it never went into effect, so we're just stopping it before that even happens. Right. Meaning that anything coming outta your check is most likely taxes or individually-requested deductions, and you'll need to speak with Integrity about those. Yep. I'm calling them right back about it. All right. Anything else? Gotcha. No, sir. Thank you very much. You're welcome. Thanks for calling us- And that's all we had to do, right? That was it? Yes, sir. Okay. That was very simple. Thank you very much. No problem. Thanks for calling. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi. I noticed on my pay stub that I got billed for, um, some insurance that, uh, I didn't need, so I'm calling to cancel this.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, Integrity Trade, I think? Integrity Trade Systems, something like that.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 0236.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Shawn. S-H-A-W-N. Ledckd. L-E-D-C-K-D.

Speaker speaker_0: All right, Mr. Ledckd. Could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah. Uh, 5197, uh, Scott Circle, Lisle, Illinois. Uh, 0401-1977.

Speaker speaker_0: Thank you. And then, let's see here. We have phone showing up 773-530-5782. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Mr. Ledckd, I'm not showing that you're currently enrolled in any insurance benefits. Um, the automatic enrollment that Integrity does has not yet happened. Uh, we can stop that before it happens, but that does mean that whatever you're seeing coming outta your check is not for insurance and you'll need to ask their payroll teams what that is.

Speaker speaker_1: Yeah, I might have to, 'cause I literally just looked at it and I called them. They said that was from the insurance and they gave me this BIC number and that's me calling you now. So I'll ask them about that too. But I still would like to cancel. I'm already covered through somebody else.

Speaker speaker_0: But like I said, it never went into effect, so we're just stopping it before that even happens.

Speaker speaker_1: Right.

Speaker speaker_0: Meaning that anything coming outta your check is most likely taxes or individually-requested deductions, and you'll need to speak with Integrity about those.

Speaker speaker_1: Yep. I'm calling them right back about it.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Gotcha. No, sir. Thank you very much.

Speaker speaker_0: You're welcome. Thanks for calling us-

Speaker speaker_1: And that's all we had to do, right? That was it?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. That was very simple. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling. Have a good day.

Speaker speaker_1: You too. Bye-bye.