

## Transcript: Chris Sofield

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### Full Transcript

... card. This is Chris. How can I help you today? Uh, yeah. I've, I've actually called three times to cancel. Um, I don't know what it's going to take. I don't want benefits from y'all, so could you please make sure I don't have benefits because they keep interfering in my check. Okay, sir. What staffing company do you work with? Serge. All right, and the last four of your Social? 2905. Your first and last name? Traig, T-R-A-I-G. Smith, S-M-I-T-H. Thank you, Mr. Smith. Could you verify your address and date of birth for me? 4765 Sunset Road, Nisbet, Mississippi. Um, you said my date of birth is, uh, 04/14/1991. Thank you. We have a phone number on file of 901-671-9681. Is that correct? Yes. All right, so I show that we... We just spoke with you two days ago and started the cancellation process, and it was explained at that time that cancellation takes one to two weeks, and during that one to two-week timeframe, you may still see more deductions providing one or two final weeks of coverage. So, any further deductions- Y- Yes, sir. I... I... I understand that, but I... I just recently, uh, about an hour ago, got another text from y'all saying that it was not canceled and that it would be continuing. So, um, that's the reason for my call. That sounds like an automated text message that went out to all new hires regarding automatic enrollment, but that had nothing to do with stating that you aren't being canceled. Your policy... You... We've started the cancellation process. All right. Anything else? Uh, no, sir. That was just it. All right. Thanks for calling. Have a good day. Yes, sir.

### Conversation Format

Speaker speaker\_0: ... card. This is Chris. How can I help you today?

Speaker speaker\_1: Uh, yeah. I've, I've actually called three times to cancel. Um, I don't know what it's going to take. I don't want benefits from y'all, so could you please make sure I don't have benefits because they keep interfering in my check.

Speaker speaker\_0: Okay, sir. What staffing company do you work with?

Speaker speaker\_1: Serge.

Speaker speaker\_0: All right, and the last four of your Social?

Speaker speaker\_1: 2905.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Traig, T-R-A-I-G. Smith, S-M-I-T-H.

Speaker speaker\_0: Thank you, Mr. Smith. Could you verify your address and date of birth for me?

Speaker speaker\_1: 4765 Sunset Road, Nisbet, Mississippi. Um, you said my date of birth is, uh, 04/14/1991.

Speaker speaker\_0: Thank you. We have a phone number on file of 901-671-9681. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, so I show that we... We just spoke with you two days ago and started the cancellation process, and it was explained at that time that cancellation takes one to two weeks, and during that one to two-week timeframe, you may still see more deductions providing one or two final weeks of coverage. So, any further deductions-

Speaker speaker\_1: Y- Yes, sir. I... I... I understand that, but I... I just recently, uh, about an hour ago, got another text from y'all saying that it was not canceled and that it would be continuing. So, um, that's the reason for my call.

Speaker speaker\_0: That sounds like an automated text message that went out to all new hires regarding automatic enrollment, but that had nothing to do with stating that you aren't being canceled. Your policy... You... We've started the cancellation process.

Speaker speaker\_1: All right.

Speaker speaker\_0: Anything else?

Speaker speaker\_1: Uh, no, sir. That was just it.

Speaker speaker\_0: All right. Thanks for calling. Have a good day.

Speaker speaker\_1: Yes, sir.