

Transcript: Francesca

Baez-4948221378609152-6461815048028160

Full Transcript

Thank you for calling Medicare. My name is Francesca. How can I assist you today? Hi. Um, I'm calling for my husband who's right here. Um, we have, uh, health benefits, so we don't need your health benefits so we want to opt out on it. Okay, I will need to do the process with him due to the fact that it is a process of, um, rejection of coverage. I'm sorry. I didn't understand what you said. I have to do this with him, sir, ma'am. I cannot do it with you even if he verbally authorizes it. He's right here. What? Tell her you want to opt out. Yeah. No, no. I don't, I don't want it. Understood, sir. There's a process I have to follow with you. Uh- Please be advised that you're on a recorded line. What staffing company do you work with? Staff... American Staff Corp. I work with American Staff- Corps. ... Corp. What are the last four of your Social and your last name? Okay. Hold on. 2167. My last name is Tornok, T-O-R-N-O-K. All right then, please verify your mailing address and date of birth for me. What, what, what are you- Your mailing address is 2051- Your mailing address, sir? 2051- South 6th. ... South 6th Avenue- Springfield, Missouri. ... Springfield, Missouri. 65807. 65807. Your birth date. 5/24/65. I mean, I don't, I don't want it. Why the fuck you asking me these questions? Because I have to verify that I am rejecting or making a cancellation on the correct file, sir. I apologize for the inconvenience. I have your phone number as 479-721-3988. Is this correct? That's correct. And I have your email as last name, first name, 65 at gmail.com? Yeah, that's it. And lastly, due to my line being recorded, you stated you would like to cancel the benefits with American Staff Corp, correct? Yeah. Yeah, I never even... I never even, I never really fucking wanted them, man, you know? Yes, sir. You were auto-enrolled per your company's policy. I requested the cancellations. Cancellations take seven to ten business days to process, so you might experience one or two more deductions while being completed. I didn't get charged for any of this shit, am I? Please use professional language, sir, as I'm respecting your employment. Well, look. I'm, I'm sorry. I'm not gonna get charged for this. Okay. Actually- I'm sorry about that. Actually, it's okay, sir. I understand. I'm a little aggravated because yeah, everybody calls me up and try to push this stuff on me lately, and I'm just like, I don't want... I never asked for it. I'm sorry. I'm sorry for being rude, I really am. I'm a good Christian man. But you know, I got- No, don't worry, sir. I got, I get angry- I'm just in a frustration. Yeah, I get aggravated when people try to push things on me when I don't even want it, you know, so... I'm, I'm... I, I apologize to you. Understood, sir. So you actually have been charged already three times for benefits. Unfortunately, you are gonna get two more charges while your cancellation is being completed 'cause it has to be processed in more than one system. I apologize. So, so, so they're gonna charge me for something I didn't want. I didn't sign anything. I signed the agreement. That's what you needed to, sir. I signed the agreement. Yes, sir because you didn't... I signed the agreement. Because you didn't define it. I signed the agreement. They rolled you into it. I told 'em right out I never wanted it 'cause I already

have insurance, and you're gonna charge me for something I don't want? Here, here's my wife. I'm gonna put my wife on. Yeah. It... Okay. It's fine. Okay. It's fine. I mean, it's \$3, whatever. But I don't want these things. I never wanted it. Yeah. As long as you opt out, we're fine. Understood. Have a great day. Thank you. Bye now. Yeah, fuck you.

Conversation Format

Speaker speaker_0: Thank you for calling Medicare. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I'm calling for my husband who's right here. Um, we have, uh, health benefits, so we don't need your health benefits so we want to opt out on it.

Speaker speaker_0: Okay, I will need to do the process with him due to the fact that it is a process of, um, rejection of coverage.

Speaker speaker_1: I'm sorry. I didn't understand what you said.

Speaker speaker_0: I have to do this with him, sir, ma'am. I cannot do it with you even if he verbally authorizes it.

Speaker speaker_1: He's right here.

Speaker speaker_2: What?

Speaker speaker_1: Tell her you want to opt out.

Speaker speaker_2: Yeah. No, no. I don't, I don't want it.

Speaker speaker_0: Understood, sir. There's a process I have to follow with you.

Speaker speaker_2: Uh-

Speaker speaker_0: Please be advised that you're on a recorded line. What staffing company do you work with?

Speaker speaker_1: Staff... American Staff Corp.

Speaker speaker_2: I work with American Staff-

Speaker speaker_1: Corps.

Speaker speaker_2: ... Corp.

Speaker speaker_0: What are the last four of your Social and your last name?

Speaker speaker_2: Okay. Hold on. 2167. My last name is Tornok, T-O-R-N-O-K.

Speaker speaker_0: All right then, please verify your mailing address and date of birth for me.

Speaker speaker_2: What, what, what are you-

Speaker speaker_1: Your mailing address is 2051-

Speaker speaker_0: Your mailing address, sir?

Speaker speaker_2: 2051-

Speaker speaker_1: South 6th.

Speaker speaker_2: ... South 6th Avenue-

Speaker speaker_1: Springfield, Missouri.

Speaker speaker_2: ... Springfield, Missouri.

Speaker speaker_1: 65807.

Speaker speaker_2: 65807.

Speaker speaker_1: Your birth date.

Speaker speaker_2: 5/24/65. I mean, I don't, I don't want it. Why the fuck you asking me these questions?

Speaker speaker_0: Because I have to verify that I am rejecting or making a cancellation on the correct file, sir. I apologize for the inconvenience. I have your phone number as 479-721-3988. Is this correct?

Speaker speaker_2: That's correct.

Speaker speaker_0: And I have your email as last name, first name, 65 at gmail.com?

Speaker speaker_2: Yeah, that's it.

Speaker speaker_0: And lastly, due to my line being recorded, you stated you would like to cancel the benefits with American Staff Corp, correct?

Speaker speaker_2: Yeah. Yeah, I never even... I never even, I never really fucking wanted them, man, you know?

Speaker speaker_0: Yes, sir. You were auto-enrolled per your company's policy. I requested the cancellations. Cancellations take seven to ten business days to process, so you might experience one or two more deductions while being completed.

Speaker speaker_2: I didn't get charged for any of this shit, am I?

Speaker speaker_0: Please use professional language, sir, as I'm respecting your employment.

Speaker speaker_2: Well, look. I'm, I'm sorry. I'm not gonna get charged for this.

Speaker speaker_0: Okay. Actually-

Speaker speaker_2: I'm sorry about that.

Speaker speaker_0: Actually, it's okay, sir. I understand.

Speaker speaker_2: I'm a little aggravated because yeah, everybody calls me up and try to push this stuff on me lately, and I'm just like, I don't want... I never asked for it. I'm sorry. I'm sorry for being rude, I really am. I'm a good Christian man. But you know, I got-

Speaker speaker_0: No, don't worry, sir.

Speaker speaker_2: I got, I get angry-

Speaker speaker_0: I'm just in a frustration.

Speaker speaker_2: Yeah, I get aggravated when people try to push things on me when I don't even want it, you know, so... I'm, I'm... I, I apologize to you.

Speaker speaker_0: Understood, sir. So you actually have been charged already three times for benefits. Unfortunately, you are gonna get two more charges while your cancellation is being completed 'cause it has to be processed in more than one system. I apologize.

Speaker speaker_2: So, so, so they're gonna charge me for something I didn't want. I didn't sign anything. I signed the agreement.

Speaker speaker_0: That's what you needed to, sir.

Speaker speaker_2: I signed the agreement.

Speaker speaker_0: Yes, sir because you didn't...

Speaker speaker_2: I signed the agreement.

Speaker speaker_0: Because you didn't define it.

Speaker speaker_2: I signed the agreement.

Speaker speaker_0: They rolled you into it.

Speaker speaker_2: I told 'em right out I never wanted it 'cause I already have insurance, and you're gonna charge me for something I don't want? Here, here's my wife. I'm gonna put my wife on.

Speaker speaker_1: Yeah. It... Okay. It's fine.

Speaker speaker_0: Okay.

Speaker speaker_1: It's fine. I mean, it's \$3, whatever.

Speaker speaker_2: But I don't want these things. I never wanted it.

Speaker speaker_1: Yeah. As long as you opt out, we're fine.

Speaker speaker_0: Understood. Have a great day.

Speaker speaker_1: Thank you. Bye now.

Speaker speaker_2: Yeah, fuck you.