

## Transcript: Franchesca

**Baez-5397631179866112-6670240257327104**

### Full Transcript

Thank you for calling Vanessa 10:01. I'm your insurance counselor. How can I assist you today? Hello. I'm just trying to figure out why all... Um, I canceled an insurance plan through you guys, and it's still coming out of my check. I canceled it on the night and it's still coming out of my check, so I'm just trying to figure out when it's gonna stop being deducted from my check. Okay. Let me take a look 'cause possibly we'll have to look into it next week 'cause it does take seven to ten business days for us to process a cancellation. I did it on April 9th. Yes, ma'am. That would mean that this would be the second week. Saturdays, Sundays don't count. What staffing company do you work with? WorkSmart Staffing. And what are the last four of your Social? 1966. And the last name? Dibble. Could you please verify your mailing address and date of birth to make sure I have the right account? 25 9th Apartment 237 Greenville, South Carolina 29615... 0305 2002. I have that contact seen that w-... You called on 574-710-9909, with the email of first initial, last name, 7272@gmail.com? Mm-hmm. Okay. I'm gonna place you on a h-... Quick hold, where I look over your account, okay? Okay. One moment, please. Hello, is George here? Hello, is George here? Thank you for holding, Ms. Dibble. Yeah. So according to the notes that are on your account from April 9th, you called in to cancel only the medical plan and keep the dental and vision. Yes, and the medical plan just got deducted from my check. It will be deducted from my check this Friday. I got... I have a pay stub and it says it's being deducted from my check. Okay. For this Friday. It- it shouldn't be coming out anymore. But you have not received that check yet, correct? Correct, but it shouldn't be coming out of my check regardless. Okay. So we don't have- I'm trying to figure out why you guys are still charging me, when it... I canceled it almost... I canceled it April 9th. Is that not enough time for the insurance com- We don't have ac-... Go ahead, I'm re- I don't... I, I'm just trying to figure out why I'm still being charged. I don't care if you can't see it or not. Like, why, why am I still being charged for something I canceled on April 9th? So we don't have access to get- And then the person told me that... The person told me that it wouldn't come out of my check on the 18th, and it did, and now it's coming out of my check on the 25th. If it comes out of my check that following week, I'm gonna have a problem. Okay. We don't have access to your paycheck. Your staffing company is the only person that does. I understand that you're seeing that it's supposed to be coming out, but please understand that with the system of your staffing company nothing is for certain till you do receive that paycheck. So if you do end up seeing a deduction on your paycheck when you do in fact receive it and it's issued to you, please give us a call back. But without that physical paycheck stating that you were... We... Or that you were deducted, we can't open any investigation 'cause you're not gonna be able to submit supporting documents. I'll be calling you back on Friday morning. Understood. All right. Thank you. Have a great day.

## Conversation Format

Speaker speaker\_0: Thank you for calling Vanessa 10:01. I'm your insurance counselor. How can I assist you today?

Speaker speaker\_1: Hello. I'm just trying to figure out why all... Um, I canceled an insurance plan through you guys, and it's still coming out of my check. I canceled it on the night and it's still coming out of my check, so I'm just trying to figure out when it's gonna stop being deducted from my check.

Speaker speaker\_0: Okay. Let me take a look 'cause possibly we'll have to look into it next week 'cause it does take seven to ten business days for us to process a cancellation.

Speaker speaker\_1: I did it on April 9th.

Speaker speaker\_0: Yes, ma'am. That would mean that this would be the second week. Saturdays, Sundays don't count. What staffing company do you work with?

Speaker speaker\_1: WorkSmart Staffing.

Speaker speaker\_0: And what are the last four of your Social?

Speaker speaker\_1: 1966.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Dibble.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I have the right account?

Speaker speaker\_1: 25 9th Apartment 237 Greenville, South Carolina 29615... 0305 2002.

Speaker speaker\_0: I have that contact seen that w-... You called on 574-710-9909, with the email of first initial, last name, 7272@gmail.com?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. I'm gonna place you on a h-... Quick hold, where I look over your account, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: One moment, please.

Speaker speaker\_1: Hello, is George here? Hello, is George here?

Speaker speaker\_0: Thank you for holding, Ms. Dibble.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So according to the notes that are on your account from April 9th, you called in to cancel only the medical plan and keep the dental and vision.

Speaker speaker\_1: Yes, and the medical plan just got deducted from my check. It will be deducted from my check this Friday. I got... I have a pay stub and it says it's being deducted from my check.

Speaker speaker\_0: Okay.

Speaker speaker\_1: For this Friday. It- it shouldn't be coming out anymore.

Speaker speaker\_0: But you have not received that check yet, correct?

Speaker speaker\_1: Correct, but it shouldn't be coming out of my check regardless.

Speaker speaker\_0: Okay. So we don't have-

Speaker speaker\_1: I'm trying to figure out why you guys are still charging me, when it... I canceled it almost... I canceled it April 9th. Is that not enough time for the insurance com-

Speaker speaker\_0: We don't have ac-... Go ahead, I'm re-

Speaker speaker\_1: I don't... I, I'm just trying to figure out why I'm still being charged. I don't care if you can't see it or not. Like, why, why am I still being charged for something I canceled on April 9th?

Speaker speaker\_0: So we don't have access to get-

Speaker speaker\_1: And then the person told me that... The person told me that it wouldn't come out of my check on the 18th, and it did, and now it's coming out of my check on the 25th. If it comes out of my check that following week, I'm gonna have a problem.

Speaker speaker\_0: Okay. We don't have access to your paycheck. Your staffing company is the only person that does. I understand that you're seeing that it's supposed to be coming out, but please understand that with the system of your staffing company nothing is for certain till you do receive that paycheck. So if you do end up seeing a deduction on your paycheck when you do in fact receive it and it's issued to you, please give us a call back. But without that physical paycheck stating that you were... We... Or that you were deducted, we can't open any investigation 'cause you're not gonna be able to submit supporting documents.

Speaker speaker\_1: I'll be calling you back on Friday morning.

Speaker speaker\_0: Understood.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Have a great day.