

## **Transcript: Justin**

**Mills-5412430725201920-4736682314121216**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How could I help you today? Hey. I was calling to opt out of... whatever this is. Okay. What's the staffing agency you work for? Serge. And the last four of your social? Seven 59. You said seven 59? Seven, three, three, nine. Seven, three, three, nine. My apologies. And your first and last name? Raquaja Mitchell. Mitchell. And for security purposes, could you verify your home address, including city, state and zip code? 1515 Hervey Circle, Macon, Georgia, 31206. Looks like I have a different address on file. Three, six... I'm sorry. Three, two, oh, six Kingswood Glen, Decatur, Georgia. 30034. Yes. Is that a old address or a current address? Which one? The 3206 Kingswood. It's kinda current. Okay, no worries. Then confirm your date of birth. Say that again? Confirm your date of birth. I'm sorry, one second. Zero, seven, 28. You both cleared the . Hello? I'm here. I'm waiting on the year. Oh, oh, six. And a good telephone number I have is 470-439-0253? Yes. And the email I have is KW4710 at Gmail? Yes. Okay. So, looking at the file, it looks like Serge already opted you into the medical plan. However, I'll go ahead and cancel it for you, but I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay? Okay. Now, how can they just enroll me into something without letting me know or asking? Um, well, I do know that Serge Staffing does automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck. However, it was in your onboarding paperwork, everything that you signed. Mm. But you said it could reimburse themselves? Um, unfortunately reimbursement is not possible since you've never called to opt out of the benefit, so they enrolled you into it anyways. Mm. That's crazy. Is there anything else I could help you out with today? No. Have a good one. You as well. 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 in a Card. This is Justin. How could I help you today?

Speaker speaker\_2: Hey. I was calling to opt out of... whatever this is.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Seven 59.

Speaker speaker\_1: You said seven 59?

Speaker speaker\_2: Seven, three, three, nine.

Speaker speaker\_1: Seven, three, three, nine. My apologies. And your first and last name?

Speaker speaker\_2: Raquaja Mitchell.

Speaker speaker\_1: Mitchell. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_2: 1515 Hervey Circle, Macon, Georgia, 31206.

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: Three, six... I'm sorry. Three, two, oh, six Kingswood Glen, Decatur, Georgia. 30034.

Speaker speaker\_1: Yes. Is that a old address or a current address?

Speaker speaker\_2: Which one?

Speaker speaker\_1: The 3206 Kingswood.

Speaker speaker\_2: It's kinda current.

Speaker speaker\_1: Okay, no worries. Then confirm your date of birth.

Speaker speaker\_2: Say that again?

Speaker speaker\_1: Confirm your date of birth.

Speaker speaker\_2: I'm sorry, one second. Zero, seven, 28.

Speaker speaker\_3: You both cleared the .

Speaker speaker\_2: Hello?

Speaker speaker\_1: I'm here. I'm waiting on the year.

Speaker speaker\_2: Oh, oh, six.

Speaker speaker\_1: And a good telephone number I have is 470-439-0253?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is KW4710 at Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, looking at the file, it looks like Serge already opted you into the medical plan. However, I'll go ahead and cancel it for you, but I do wanna let you know

cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled.  
Okay?

Speaker speaker\_2: Okay. Now, how can they just enroll me into something without letting me know or asking?

Speaker speaker\_1: Um, well, I do know that Serge Staffing does automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck. However, it was in your onboarding paperwork, everything that you signed.

Speaker speaker\_2: Mm. But you said it could reimburse themselves?

Speaker speaker\_1: Um, unfortunately reimbursement is not possible since you've never called to opt out of the benefit, so they enrolled you into it anyways.

Speaker speaker\_2: Mm. That's crazy.

Speaker speaker\_1: Is there anything else I could help you out with today?

Speaker speaker\_2: No. Have a good one.

Speaker speaker\_1: You as well. Bye-bye.