

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.