

Transcript: Justin

Mills-5868011162386432-6599495204683776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Crisis. This is Justin. How can I... Thank you for calling Benefits in a Crisis. This is Justin. How can I help you today? How are you doing? Uh, I was wondering about, uh, this, this charge on my, uh, on my pay stub for, uh, \$54. And, uh, I didn't enroll in the benefits, so I was wondering, like, how could I cancel it if possible? Yeah, let me check on that for you. What's the staffing agency you work for? Uh, Crown, uh, Personnel. And the last four of your social? 2027. And what was your first and last name again? Uh, my name's Kelly, K-E-L-L-Y, Thompson. T-H-E-O-N-P-S-O-N. And for security purposes, can you verify the home address, including city, state and zip code, Kelly? Uh, it's 330 Cherry, C-H-E-R-R-Y, Drive, Dayton, Ohio 45405. And confirm your date of birth? Uh, 06/16/1988. I think the telephone number I have is 937-260-5591. That's correct. And the email I have is kelly1688@Yahoo? Yes, sir. Okay, so let's see here. So looking at the file, it looks like you're actually court ordered to have coverage for employee plus child or children. Ah, okay, okay. Um, so unfortunately, I wouldn't be able to cancel it unless we receive a termination letter from the court. Okay, okay. Is there anything else I could help you out with today? I was just wondering. Okay. No, that's it, sir. Awesome. Well, you have a wonderful day, okay? You too. Thank you. All right, 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 Crisis. This is Justin. How can I... Thank you for calling Benefits in a Crisis. This is Justin. How can I help you today?

Speaker speaker_2: How are you doing? Uh, I was wondering about, uh, this, this charge on my, uh, on my pay stub for, uh, \$54. And, uh, I didn't enroll in the benefits, so I was wondering, like, how could I cancel it if possible?

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, Crown, uh, Personnel.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2027.

Speaker speaker_1: And what was your first and last name again?

Speaker speaker_2: Uh, my name's Kelly, K-E-L-L-Y, Thompson. T-H-E-O-N-P-S-O-N.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Kelly?

Speaker speaker_2: Uh, it's 330 Cherry, C-H-E-R-R-Y, Drive, Dayton, Ohio 45405.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, 06/16/1988.

Speaker speaker_1: I think the telephone number I have is 937-260-5591.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is kelly1688@Yahoo?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like you're actually court ordered to have coverage for employee plus child or children.

Speaker speaker_2: Ah, okay, okay.

Speaker speaker_1: Um, so unfortunately, I wouldn't be able to cancel it unless we receive a termination letter from the court.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: I was just wondering. Okay. No, that's it, sir.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right, bye-bye.