

## **Transcript: Justin**

**Mills-6073760378470400-5952981083045888**

### **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 can I help you today? Yeah. And this is Wildongo Akamelu. Uh, I, I'm attempt to hire at, uh, uh, Canada, but through Site Staffing. I just got my pay slip and there were some deductions for insurance, health insurance. But I have the state health insurance. I, I have the Medicare and the Medicaid so I don't need any other insurance again. Totally understand. Uh, what's the staffing agency you work for? Hello? Hey. What's the staffing agency you work for? Uh, Site Staffing. And the last four of your social? 6601. And for security purposes, can you verify the home address, including city, state and zip code? Yeah. 309 North 37th Street, Milwaukee, Wisconsin, 53208. And your date of birth? 06231959. And a good telephone number I have is 414-400-1841. Yeah. Yeah. Yeah. That's what I'm talking on now. And the email I have is wildongo@yahoo.co.uk. Yeah. Wildongo@yahoo.co.uk. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to 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 payable reductions. But after that, you should be officially canceled. Okay? Oh. But I shouldn't experience any deduction. I'm telling you, this, this... I'm, I'm going on retirement, so they gave me the Medicaid and the Medicare. And I- Yeah. Yes, sir. I totally understand. They, you have Medicaid and Medicare. Um, I canceled the coverage that was offered through Site Staffing. Unfortunately, cancellations take one to two weeks to go through. I don't think we can expedite it because it's company policy, sir. Okay. Okay. Is there anything else I can help you with today? No, nothing. Okay. Well, you have a wonderful day, okay? The same to you too. 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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah. And this is Wildongo Akamelu. Uh, I, I'm attempt to hire at, uh, uh, Canada, but through Site Staffing. I just got my pay slip and there were some deductions for insurance, health insurance. But I have the state health insurance. I, I have the Medicare and the Medicaid so I don't need any other insurance again.

Speaker speaker\_1: Totally understand. Uh, what's the staffing agency you work for?

Speaker speaker\_2: Hello?

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

Speaker speaker\_2: Uh, Site Staffing.

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

Speaker speaker\_2: 6601.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: Yeah. 309 North 37th Street, Milwaukee, Wisconsin, 53208.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 06231959.

Speaker speaker\_1: And a good telephone number I have is 414-400-1841.

Speaker speaker\_2: Yeah. Yeah. Yeah. That's what I'm talking on now.

Speaker speaker\_1: And the email I have is wildongo@yahoo.co.uk.

Speaker speaker\_2: Yeah. Wildongo@yahoo.co.uk.

Speaker speaker\_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to 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 payable reductions. But after that, you should be officially canceled. Okay?

Speaker speaker\_2: Oh. But I shouldn't experience any deduction. I'm telling you, this, this... I'm, I'm going on retirement, so they gave me the Medicaid and the Medicare. And I-

Speaker speaker\_1: Yeah. Yes, sir. I totally understand. They, you have Medicaid and Medicare. Um, I canceled the coverage that was offered through Site Staffing. Unfortunately, cancellations take one to two weeks to go through. I don't think we can expedite it because it's company policy, sir.

Speaker speaker\_2: Okay. Okay.

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

Speaker speaker\_2: No, nothing.

Speaker speaker\_1: Okay. Well, you have a wonderful day, okay?

Speaker speaker\_2: The same to you too.

Speaker speaker\_1: All right, bye-bye.