

Transcript: Justin

Mills-6231330566127616-5759514248691712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 3R Guard. This is Justin. How can I help you today? Uh, yes, Justin. Hi. How you doing? Doing pretty well. And yourself? Um, I'm okay. Um, yes, I have one question I would like to ask. Um, like if you're... you were signed up, just say for... you know, the, um, automatic system made an option and, um, end up checking it for you for the carrier insurance, um, through your company, and you were unaware of that. Um, is there any way that person could be reimbursed for that, um, amount that was taken out? Um, unfortunately, reimbursements wouldn't be possible since this is depending on the staffing agency. Um, they should have informed you about the auto-enrollment during your onboarding paperwork. Okay. Okay. So, um, I need to opt out of that, and I would like to do that as soon as possible. Okay. What's the name of that staffing agency you work for? Surge. And the last four of your social? Uh, triple zeros, N-A-Q. And for security purposes, can you verify the home address, including city, state and zip code, Ms. Williams? Sure. Yes. My state is Ohio. My c- uh, county is Mansfield. Uh, my address is 469 West 4th Street, and that zip is 44903. And your date of birth? March 1st, 1980. And a good telephone number I have is 419-776-6018? Yes. That is correct. And the email I have is 90002lmw@gmail? Yes. That is correct. Okay. So looking at the file, it looks like Surge already enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but 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 payroll deductions, but after that you should be officially canceled. Okay, Ms. Williams? Okay. So, even though I'm canceling and... e- everything is still continue to take out, even though I don't want and not using it? Correct. Because cancellations take one to two weeks to go through. Yes, ma'am. Mm-hmm. And there's no reimbursement of the money that's been taken? Correct. Oh, wow. Okay then. Thank you so much. So, the next two checks, it will be that, correct? Correct. Yes, ma'am. All right. Thank you so much, Justin. You have a happy holidays, and thank you so much for your time. You're welcome. And you do the same, okay? All right. Thank you. No problem. You're welcome. Thanks. Bye-bye. Bye-bye. 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 3R Guard. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, Justin. Hi. How you doing?

Speaker speaker_1: Doing pretty well. And yourself?

Speaker speaker_2: Um, I'm okay. Um, yes, I have one question I would like to ask. Um, like if you're... you were signed up, just say for... you know, the, um, automatic system made an option and, um, end up checking it for you for the carrier insurance, um, through your company, and you were unaware of that. Um, is there any way that person could be reimbursed for that, um, amount that was taken out?

Speaker speaker_1: Um, unfortunately, reimbursements wouldn't be possible since this is depending on the staffing agency. Um, they should have informed you about the auto-enrollment during your onboarding paperwork.

Speaker speaker_2: Okay. Okay. So, um, I need to opt out of that, and I would like to do that as soon as possible.

Speaker speaker_1: Okay. What's the name of that staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, triple zeros, N-A-Q.

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

Speaker speaker_2: Sure. Yes. My state is Ohio. My c- uh, county is Mansfield. Uh, my address is 469 West 4th Street, and that zip is 44903.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 1st, 1980.

Speaker speaker_1: And a good telephone number I have is 419-776-6018?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_1: And the email I have is 90002lmw@gmail?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_1: Okay. So looking at the file, it looks like Surge already enrolled you into that medical plan. However, I'll go ahead and cancel it for you, but 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 payroll deductions, but after that you should be officially canceled. Okay, Ms. Williams?

Speaker speaker_2: Okay. So, even though I'm canceling and... e- everything is still continue to take out, even though I don't want and not using it?

Speaker speaker_1: Correct. Because cancellations take one to two weeks to go through. Yes, ma'am.

Speaker speaker_2: Mm-hmm. And there's no reimbursement of the money that's been taken?

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, wow. Okay then. Thank you so much. So, the next two checks, it will be that, correct?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: All right. Thank you so much, Justin. You have a happy holidays, and thank you so much for your time.

Speaker speaker_1: You're welcome. And you do the same, okay?

Speaker speaker_2: All right. Thank you. No problem.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Thanks.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye. Bye-bye.