

Transcript: Malcolm

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Full Transcript

It's the Crown Benefits and the card is now, if I can help you. Yes, I've worked through Crown Staffing and I did not know, but apparently I'm getting \$13 every paycheck taken out of my paycheck for insurance. Hey, what's the last four of your social? 0100. First name? Perry. Last name? Peake. And for security purposes, can you verify your address and date of birth for me? 909 Deer Run Drive and, uh, 8/10/98. I need the city, state, zip code as well. Do what? I need the city, state, zip code as well. Lawrenceburg, Indiana 47025. Thank you. So we got your phone number at 1-513-340-1687. Yeah. And the email is perry86peake@gmail.com. Hello? Go ahead. Okay, he said ... We breaking up. Hello? Yeah, I'm here. All right, so we want to cancel your coverage. Well, yes, uh, wha- uh, could y- how long has this \$13 been coming out? Looks like your coverage has been active since January or December 30th of last year. December 30th? Of last year, yes, sir. Okay. So is there any way that I could get that money back that you guys have been taking out every week? So just to clarify, it's been, Crown has been taking the money from you, sir? 'Cause they auto-enroll you guys into this coverage unless you decline the coverage. I can cancel it for you, but that's all I would be able to do for you on our end. And the cancellation process does take one to two weeks, meaning it's possible to see deductions within those two weeks. But after two weeks you shouldn't see anything else. I don't want it taken anymore. Like, I don't want it, after today, I don't want it to take any more money from me. Well, sir, it is possible you will see two more deductions before your coverage is completely canceled. Okay. We'll just cancel it today and be done with it. I'm done with it. I don't need any coverage through Crown Staffing. All right. I gotta cancel for you, Mr. Peake. Was there anything else I can help you with today? That is all. All right. Thanks. Um, benefits in the card. Hope you have a great rest of your week, man. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: It's the Crown Benefits and the card is now, if I can help you.

Speaker speaker_1: Yes, I've worked through Crown Staffing and I did not know, but apparently I'm getting \$13 every paycheck taken out of my paycheck for insurance.

Speaker speaker_0: Hey, what's the last four of your social?

Speaker speaker_1: 0100.

Speaker speaker_0: First name?

Speaker speaker_1: Perry.

Speaker speaker_0: Last name?

Speaker speaker_1: Peake.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 909 Deer Run Drive and, uh, 8/10/98.

Speaker speaker_0: I need the city, state, zip code as well.

Speaker speaker_1: Do what?

Speaker speaker_0: I need the city, state, zip code as well.

Speaker speaker_1: Lawrenceburg, Indiana 47025.

Speaker speaker_0: Thank you. So we got your phone number at 1-513-340-1687.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email is perry86peake@gmail.com. Hello?

Speaker speaker_2: Go ahead.

Speaker speaker_0: Okay, he said ... We breaking up. Hello?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: All right, so we want to cancel your coverage.

Speaker speaker_1: Well, yes, uh, wha- uh, could y- how long has this \$13 been coming out?

Speaker speaker_0: Looks like your coverage has been active since January or December 30th of last year.

Speaker speaker_1: December 30th?

Speaker speaker_0: Of last year, yes, sir.

Speaker speaker_1: Okay. So is there any way that I could get that money back that you guys have been taking out every week?

Speaker speaker_0: So just to clarify, it's been, Crown has been taking the money from you, sir? 'Cause they auto-enroll you guys into this coverage unless you decline the coverage. I can cancel it for you, but that's all I would be able to do for you on our end. And the cancellation process does take one to two weeks, meaning it's possible to see deductions within those two weeks. But after two weeks you shouldn't see anything else.

Speaker speaker_1: I don't want it taken anymore. Like, I don't want it, after today, I don't want it to take any more money from me.

Speaker speaker_0: Well, sir, it is possible you will see two more deductions before your coverage is completely canceled.

Speaker speaker_1: Okay. We'll just cancel it today and be done with it. I'm done with it. I don't need any coverage through Crown Staffing.

Speaker speaker_0: All right. I gotta cancel for you, Mr. Peake. Was there anything else I can help you with today?

Speaker speaker_1: That is all.

Speaker speaker_0: All right. Thanks. Um, benefits in the card. Hope you have a great rest of your week, man.

Speaker speaker_1: Thank you. Bye-bye.