

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the car ... an amount. Can I help you? Hey, how you doing? I'm doing good. How about you? I'm doing good. I was calling... I had canceled my insurance and I was just wanna make sure if the cancel on y'all is... Okay. What staffing company do you work for? ATC. What's the last four of your social? 6125. First name? Ashley. Last name? Grayson. Okay. For security purposes, can you verify your address and date of birth for me? It's 1820 Round Here Road, Thomasville, Alabama 36784. September the 18th, 1986. Thank you. Yeah, it looks like you called earlier today and got it canceled. Okay, then. I was just making sure. So I'm trying to see... Uh, I know, um, he was saying that, you know, uh, I didn't get to add my spouse to it and, uh, he said that the first payment or something might come out. But I was just trying to see, you know, how would it come out, you know, even though I didn't get ... to finish registering, you know? Wait, so you, you're saying you want to... Say that again, ma'am? I had talked to someone earlier. He said that, you know, since it's still going on, he said, like, the first payment might come out. But I was asking him, you know, how it's going to come out when I had been canceled, you know? He was saying that, you know, I might ... see the \$60 come to my check. Uh-huh. The first week he said, but I was asking how, you know, when I didn't put my spouse information or nothing like that on there. Okay, so it looks like... He said that because the deduction had already been sent in to be processed. Uh-huh. And that's why it is possible that you'll just see one deduction. But after that one, you shouldn't see anything else. Okay, so they are... But we got to do a refund, y'all would do a refund back or what, you know? No, ma'am, because you got enrolled into those plans. Looks like you got enrolled... Uh, let's see. Looks like you got enrolled- Yeah -... on the 14th. You enrolled yourself on the 14th. Yes, but I was just checking it out though. But I didn't know I had enrolled myself though, you know? Because I didn't finish. You know, I would speak with ATC about getting a refund if that... Typically, since you got enrolled, they wouldn't do a refund. Okay, then. So what you're saying, after, um, they might do it the first week, but after that, it should not ... nothing, um, nothing else should come since the cancel? No, ma'am, you shouldn't see any more deductions after that one week. Okay then. All right. Well, is there anything else I can help you with today, Miss Grayson? That'll be all. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits in the car ... an amount. Can I help you?

Speaker speaker_2: Hey, how you doing?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm doing good. I was calling... I had canceled my insurance and I was just wanna make sure if the cancel on y'all is...

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: ATC.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6125.

Speaker speaker_1: First name?

Speaker speaker_2: Ashley.

Speaker speaker_1: Last name?

Speaker speaker_2: Grayson.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: It's 1820 Round Here Road, Thomasville, Alabama 36784. September the 18th, 1986.

Speaker speaker_1: Thank you. Yeah, it looks like you called earlier today and got it canceled.

Speaker speaker_2: Okay, then. I was just making sure. So I'm trying to see... Uh, I know, um, he was saying that, you know, uh, I didn't get to add my spouse to it and, uh, he said that the first payment or something might come out. But I was just trying to see, you know, how would it come out, you know, even though I didn't get ... to finish registering, you know?

Speaker speaker_1: Wait, so you, you're saying you want to... Say that again, ma'am?

Speaker speaker_2: I had talked to someone earlier. He said that, you know, since it's still going on, he said, like, the first payment might come out. But I was asking him, you know, how it's going to come out when I had been canceled, you know? He was saying that, you know, I might ... see the \$60 come to my check.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: The first week he said, but I was asking how, you know, when I didn't put my spouse information or nothing like that on there.

Speaker speaker_1: Okay, so it looks like... He said that because the deduction had already been sent in to be processed.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And that's why it is possible that you'll just see one deduction. But after that one, you shouldn't see anything else.

Speaker speaker_2: Okay, so they are... But we got to do a refund, y'all would do a refund back or what, you know?

Speaker speaker_1: No, ma'am, because you got enrolled into those plans. Looks like you got enrolled... Uh, let's see. Looks like you got enrolled-

Speaker speaker_2: Yeah -... on the 14th. You enrolled yourself on the 14th. Yes, but I was just checking it out though. But I didn't know I had enrolled myself though, you know? Because I didn't finish.

Speaker speaker_1: You know, I would speak with ATC about getting a refund if that... Typically, since you got enrolled, they wouldn't do a refund.

Speaker speaker_2: Okay, then. So what you're saying, after, um, they might do it the first week, but after that, it should not ... nothing, um, nothing else should come since the cancel?

Speaker speaker_1: No, ma'am, you shouldn't see any more deductions after that one week.

Speaker speaker_2: Okay then.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Miss Grayson?

Speaker speaker_2: That'll be all.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: Thank you. Bye.