

Transcript: Pamela

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Full Transcript

You're calling to benefit in a card, this is Pamela speaking. How may I help you? Hi, my name is Courtney Lester. Uh, I called about two weeks ago to cancel my benefits, so yes, I'm still taking out money. And you say you called last week? Two weeks ago, around April 10th or April 11th. Um, and when you called, did they explain that it takes t- one to two weeks for, um, the process to be completed and you might experience one or two deductions? One or two? Deductions? Yes, sir. There's been more than one or two deductions, though. That's what I'm saying. It's been more than one or two deductions. Where it's been- Who do you work for, sir? ... more than what the lady told me. Uh, Temp Sales. May I have the last four digits of your Social? 7544. Can you repeat it for me please? 7544. Your first and last name? Courtney Lester. Mr. Lester, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 1845 Howards Road, 389... I'm at... You got 38901. Your date of birth is August 10th, 1994. Thank you for the information. We have a telephone number n- um, 50901 503 9057. Correct. And your email is your first name 1994 at gmail.com. That's correct. Um, yes. So I see here that you call on the 10th to cancel, uh, your benefits. Uh, it hasn't been two weeks. That's when you requested the cancellation. Um, most likely this was the last week, uh... Let's see. That you're gonna experience. Now I don't have access to your payroll. We don't have access to your payroll, so I'm not sure if you're going to experience one. I know there's d- deductions, but so far here I don't see any other deductions coming in. See, they saying that they're, uh, that they don't see a cancellation on the email. No. Who said that? Uh, Temp Sales. We, we did send a cancellation out. The last day of coverage was on the 20th, so they should be able to see it. When... So this week, do, do you see the, the deduction? Yes ma'am, I do. So I could email you, email you a document that you could reply to the same email sending a copy of your pay stubs so we can see the reason why it's happening. Okay then. All right. So just, uh, take a screenshot and send, send you a picture of my pay stub? Yes. So the email that I'm going to send you, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And allow 24 to 48 hours for us to get back to you. All right? Yes ma'am. All right. Anything else I could do for you, sir? No, ma'am. That'll be all. All right. Thank you for giving us a call today, sir. Have a great rest of the day. All right.

Conversation Format

Speaker speaker_0: You're calling to benefit in a card, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, my name is Courtney Lester. Uh, I called about two weeks ago to cancel my benefits, so yes, I'm still taking out money.

Speaker speaker_0: And you say you called last week?

Speaker speaker_1: Two weeks ago, around April 10th or April 11th.

Speaker speaker_0: Um, and when you called, did they explain that it takes t- one to two weeks for, um, the process to be completed and you might experience one or two deductions?

Speaker speaker_1: One or two? Deductions?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: There's been more than one or two deductions, though. That's what I'm saying. It's been more than one or two deductions. Where it's been-

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: ... more than what the lady told me. Uh, Temp Sales.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 7544.

Speaker speaker_0: Can you repeat it for me please?

Speaker speaker_1: 7544.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Courtney Lester.

Speaker speaker_0: Mr. Lester, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 1845 Howards Road, 389... I'm at... You got 38901. Your date of birth is August 10th, 1994.

Speaker speaker_0: Thank you for the information. We have a telephone number n- um, 50901 503 9057.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is your first name 1994 at gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Um, yes. So I see here that you call on the 10th to cancel, uh, your benefits. Uh, it hasn't been two weeks. That's when you requested the cancellation. Um, most likely this was the last week, uh... Let's see. That you're gonna experience. Now I don't have access to your payroll. We don't have access to your payroll, so I'm not sure if you're going to experience one. I know there's d- deductions, but so far here I don't see any other deductions

coming in.

Speaker speaker_1: See, they saying that they're, uh, that they don't see a cancellation on the email.

Speaker speaker_0: No. Who said that?

Speaker speaker_1: Uh, Temp Sales.

Speaker speaker_0: We, we did send a cancellation out. The last day of coverage was on the 20th, so they should be able to see it. When... So this week, do, do you see the, the deduction?

Speaker speaker_1: Yes ma'am, I do.

Speaker speaker_0: So I could email you, email you a document that you could reply to the same email sending a copy of your pay stubs so we can see the reason why it's happening.

Speaker speaker_1: Okay then.

Speaker speaker_0: All right.

Speaker speaker_1: So just, uh, take a screenshot and send, send you a picture of my pay stub?

Speaker speaker_0: Yes. So the email that I'm going to send you, the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. And allow 24 to 48 hours for us to get back to you. All right?

Speaker speaker_1: Yes ma'am.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: No, ma'am. That'll be all.

Speaker speaker_0: All right. Thank you for giving us a call today, sir. Have a great rest of the day.

Speaker speaker_1: All right.