

## **Transcript: Pamela**

**Blanc-5208488028585984-6539197141925888**

### **Full Transcript**

Thank you for calling Benefits ... This is Pamela speaking. How may I help you? I was needing to cancel this, uh, account. Um, what, what's the name of the staffing agency you work for, ma'am? Uh, Innovative Staff Solutions. May I have the last four digits of your social? 3795. First and last name, ma'am? I'm sorry, what was that? Your first and last name? Vanessa White. Thank you. Miss White, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. 204 Pine Ridge Drive, Hopkinsville, Kentucky. August the 30th, 1967. Thank you. Is the ZIP code 42240? Yes. Thank you. Um, we have a telephone number on file, 270-348-0612, and your email is your first name, last name, 805@gmail.com. Yes. All right. Um, I could go ahead and process the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you, ma'am? So you're gonna continue to take money out of my account for two more weeks, even though I'm canceling today? Well, we process- Correct? Um, well, we process- Will that money be returned to me, being that- No, ma'am. So you're just gonna take money out, and I'm not gonna be eligible to use the insurance because you're in the process of taking, of closing it, but you're gonna- Okay. ... keep taking money out? Your benefits are active. You could use it. These, these insurance is like a weekly basic insurance. Weekday you pay, weekday, you are covered. Um, we'll go ahead and send this information to your employer. Then after that, it's up to them, the time they take to complete their process. We don't, we don't have access to your payroll or anything that has to do with Innovative Staffing Solutions, so, um, I only could do that request and the cancellation here and send that information to them. And that's the timeframe they provide also. Okay, so that will be done today? Yes, I will have- Will that be done today or tomorrow? So I'm requesting the cancellation today, then that information will be sent out to them. Okay. Right. Okay. Okay, then. Thank you so much. Thank you for giving us a call. Have a great rest of the day, ma'am. Mm-hmm. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... This is Pamela speaking. How may I help you?

Speaker speaker\_1: I was needing to cancel this, uh, account.

Speaker speaker\_0: Um, what, what's the name of the staffing agency you work for, ma'am?

Speaker speaker\_1: Uh, Innovative Staff Solutions.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: 3795.

Speaker speaker\_0: First and last name, ma'am?

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Vanessa White.

Speaker speaker\_0: Thank you. Miss White, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: 204 Pine Ridge Drive, Hopkinsville, Kentucky. August the 30th, 1967.

Speaker speaker\_0: Thank you. Is the ZIP code 42240?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. Um, we have a telephone number on file, 270-348-0612, and your email is your first name, last name, 805@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Um, I could go ahead and process the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you, ma'am?

Speaker speaker\_1: So you're gonna continue to take money out of my account for two more weeks, even though I'm canceling today?

Speaker speaker\_0: Well, we process-

Speaker speaker\_1: Correct?

Speaker speaker\_0: Um, well, we process-

Speaker speaker\_1: Will that money be returned to me, being that-

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: So you're just gonna take money out, and I'm not gonna be eligible to use the insurance because you're in the process of taking, of closing it, but you're gonna-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... keep taking money out?

Speaker speaker\_0: Your benefits are active. You could use it. These, these insurance is like a weekly basic insurance. Weekday you pay, weekday, you are covered. Um, we'll go ahead and send this information to your employer. Then after that, it's up to them, the time they take

to complete their process. We don't, we don't have access to your payroll or anything that has to do with Innovative Staffing Solutions, so, um, I only could do that request and the cancellation here and send that information to them. And that's the timeframe they provide also.

Speaker speaker\_1: Okay, so that will be done today?

Speaker speaker\_0: Yes, I will have-

Speaker speaker\_1: Will that be done today or tomorrow?

Speaker speaker\_0: So I'm requesting the cancellation today, then that information will be sent out to them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right.

Speaker speaker\_1: Okay. Okay, then. Thank you so much.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker\_1: Mm-hmm. You too.