

Transcript: Pamela

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Full Transcript

Thank you for calling ... This is Pamela speaking. How may I help you? Yes, um, I, I'm calling, I, I'm with the Surge, uh, Staffing. Um, I, I'm an employee with them and, uh, I guess they never really explained to me or told me I needed to call and opt out of this that you guys are offering me, and I would like to offer it up. No problem. May I have the last four digits of your Social? Yes. It's 6716. Your first and last name? Justin Harris. Mr. Harris, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Yes. 522 Imlay, I-M-L-A-Y, Drive, um, Zanesville, Ohio 43701. And then 11/29/88. Thank you for the information. We have a telephone number on file, 936-239-4504. Yes. Can you email us your first name, mharris2023 at gmail.com? Yes. All right. So I ... to request a cancellation of the, of the, of the plan or policy. 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. S- so how much has it been deduct- deducting out of my checks? Let me check. Look at that one. Five weeks. You could use the benefit if you would like to 'cause they are active. But I was saying how, how, how much has it been deducting out of my check every week? It's 5, uh, \$15.16. \$15.16 every week. So that's about, uh, \$60 a month, around there. Or over \$60 a month. Yeah. I definitely wanna opt out of that. Okay. And cancel the policy for sure. All right. I went ahead and canceled. Is there anything else I could do for you, sir? Uh, that would be it. Have a great rest of your weekend. All right. I appreciate all your help. You too, sir. You too, sir. Take care. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, um, I, I'm calling, I, I'm with the Surge, uh, Staffing. Um, I, I'm an employee with them and, uh, I guess they never really explained to me or told me I needed to call and opt out of this that you guys are offering me, and I would like to offer it up.

Speaker speaker_0: No problem. May I have the last four digits of your Social?

Speaker speaker_1: Yes. It's 6716.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Justin Harris.

Speaker speaker_0: Mr. Harris, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: Yes. 522 Imlay, I-M-L-A-Y, Drive, um, Zanesville, Ohio 43701. And then 11/29/88.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 936-239-4504.

Speaker speaker_1: Yes.

Speaker speaker_0: Can you email us your first name, mharris2023 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I ... to request a cancellation of the, of the, of the plan or policy. 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.

Speaker speaker_1: S- so how much has it been deduct- deducting out of my checks?

Speaker speaker_0: Let me check. Look at that one. Five weeks. You could use the benefit if you would like to 'cause they are active.

Speaker speaker_1: But I was saying how, how, how much has it been deducting out of my check every week?

Speaker speaker_0: It's 5, uh, \$15.16.

Speaker speaker_1: \$15.16 every week. So that's about, uh, \$60 a month, around there. Or over \$60 a month. Yeah. I definitely wanna opt out of that.

Speaker speaker_0: Okay.

Speaker speaker_1: And cancel the policy for sure.

Speaker speaker_0: All right. I went ahead and canceled. Is there anything else I could do for you, sir?

Speaker speaker_1: Uh, that would be it. Have a great rest of your weekend.

Speaker speaker_0: All right.

Speaker speaker_1: I appreciate all your help.

Speaker speaker_0: You too, sir. You too, sir.

Speaker speaker_1: Take care. Bye-bye.