

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? So I want to speak with somebody about some insurance that's been taken out of my check when I didn't want the insurance. Who do you work for, ma'am? Uh, WorkSource. I work at Caruso's but I'm going through WorkSource. May I have the last 14 digits of your Social so I can pull up your file? 5175. 5175? Yes, ma'am. Your first and last name? I'm sorry? Your first and last name. Uh, Danielle Graham. Miss Graham, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 10/27/79. Address is 903 Haley Road, Apartment 2A, Berryville, Arkansas 72616. All right. We have a telephone number of 54793258855 and 7988@ email, your email. Yeah, that's my boyfriend's phone number but yeah, I have my own. Um, we have 479... I mean the one you're calling from, 479-3255-1533? Yes, that's my phone number. So you said you didn't want to be enrolled? Correct. I had already talked to the HR here. They told me to get a hold of WorkSource. I talked to WorkSource, I told them I didn't want it, um, and that was two weeks ago. And then today when I got my paycheck, it was taken out. And so I called them back and they gave me your phone number which I wasn't given in the first place. I understand. So what, the only thing I could do right now is cancel it. Um- Okay, that's perfect. It does... Okay, so the process does take one to two weeks for all changes to be completed. You might experience one or two deductions before it's completely canceled. Do I get that money back? Unfortunately not, ma'am. So I'm paying for insurance I'm not using? Well, you could use it if you would like to while it's active. I don't think I can because my husband has insurance on me already and it cancels out that insurance. I mean you could use this insurance while it's active if you would like to. And how much is the... Well, how much is the insurance? Is it \$20? Is that what this is? I'm trying to make sure I'm reading it right. You got, you got the dental, vision, critical illness and the stay healthy plan. That's \$20.48. Okay. All right. Um, anything else I can do for you, ma'am? No, I just made sure it's canceled. That's all. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: So I want to speak with somebody about some insurance that's been taken out of my check when I didn't want the insurance.

Speaker speaker\_0: Who do you work for, ma'am?

Speaker speaker\_1: Uh, WorkSource. I work at Caruso's but I'm going through WorkSource.

Speaker speaker\_0: May I have the last 14 digits of your Social so I can pull up your file?

Speaker speaker\_1: 5175.

Speaker speaker\_0: 5175?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Your first and last name.

Speaker speaker\_1: Uh, Danielle Graham.

Speaker speaker\_0: Miss Graham, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: It's 10/27/79. Address is 903 Haley Road, Apartment 2A, Berryville, Arkansas 72616.

Speaker speaker\_0: All right. We have a telephone number of 54793258855 and 7988@ email, your email.

Speaker speaker\_1: Yeah, that's my boyfriend's phone number but yeah, I have my own.

Speaker speaker\_0: Um, we have 479... I mean the one you're calling from, 479-3255-1533?

Speaker speaker\_1: Yes, that's my phone number.

Speaker speaker\_0: So you said you didn't want to be enrolled?

Speaker speaker\_1: Correct. I had already talked to the HR here. They told me to get a hold of WorkSource. I talked to WorkSource, I told them I didn't want it, um, and that was two weeks ago. And then today when I got my paycheck, it was taken out. And so I called them back and they gave me your phone number which I wasn't given in the first place.

Speaker speaker\_0: I understand. So what, the only thing I could do right now is cancel it. Um-

Speaker speaker\_1: Okay, that's perfect.

Speaker speaker\_0: It does... Okay, so the process does take one to two weeks for all changes to be completed. You might experience one or two deductions before it's completely canceled.

Speaker speaker\_1: Do I get that money back?

Speaker speaker\_0: Unfortunately not, ma'am.

Speaker speaker\_1: So I'm paying for insurance I'm not using?

Speaker speaker\_0: Well, you could use it if you would like to while it's active.

Speaker speaker\_1: I don't think I can because my husband has insurance on me already and it cancels out that insurance.

Speaker speaker\_0: I mean you could use this insurance while it's active if you would like to.

Speaker speaker\_1: And how much is the... Well, how much is the insurance? Is it \$20? Is that what this is? I'm trying to make sure I'm reading it right.

Speaker speaker\_0: You got, you got the dental, vision, critical illness and the stay healthy plan. That's \$20.48.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Um, anything else I can do for you, ma'am?

Speaker speaker\_1: No, I just made sure it's canceled. That's all. Thank you.

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

Speaker speaker\_1: You too. Bye-bye.