

## **Transcript: Pamela**

**Blanc-6523204428054528-5576799156912128**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Afternoon- Thank- ... Pamela. This is Kevin Fortenberry. I am working through WorkSmart for LEL International. They signed me up for insurance instantly, and I don't know what that entails. Uh, I just wanted to find out what kind of coverage I have and how much it's costing me every week. All right. And, um, may I have the last four digits of your Social? Yes, ma'am. It's 5819. And you said Work- WorkSmart, right? That's right. WorkSmart. Let's see. And your first and last name, you said? Kevin Fortenberry. F-O-R-T-E-N-B-E-R-R-Y. And when do you start working for them, sir? Um, Monday was my first day. Oh, okay. So, it seems like we don't have your file yet. We usually, um, it takes like a week for us to receive it. Uh, let's see. But they're gonna charge me for this insurance next week? Um, no 'cause you're not registered yet. We, um... WorkSmart, let me get the benefits record. I got some kind of notification saying that if I want, needed to opt out of it. Uh, so that makes me believe that I am automatically signed up for it. I'm, I'm assuming they're gonna- Mm-hmm. ... deduct it from my first check. Okay. Yes, but, um, you... Not from the first check. They, um, do it, um, 30 days after. Should just call back? But I don't know. We could create a file if you would like to. That way you don't have to call back if you're willing to provide the personal information. If not, I'll, um, I'll say you should give us a call back by Friday and we should have your information in the system. Okay. Well, I'd like to have it canceled. But if you would like, like I said, we could create your file now. Okay. All right. Um, just bear with me, and let's get there. To cancel it? Yes. Just bear with me. Okay. So we're gonna go ahead and create your file. Let's see. Uh... Okay. So WorkSmart. This time I'm gonna need your whole Social Security number. 247-43-5819. Okay. So it's 247-43-5819. That's right. Okay. And... And your date of birth? 6/18/1974. 6/18? June 18th, 1974. All right. Okay. We're almost done. I'm gonna need a mailing address, sir. 1484 Hanging Rock Road, Boiling Springs, South Carolina 29316. All right, Mr. Fortenberry. And is, is the phone number you're calling a good number to reach you? Yes, ma'am. Okay. So I'm gonna go ahead and opt you out. Is there anything else that you need help with? No, ma'am. So they will not charge me? No, sir. They will not charge you. And I will ... get my money back. Okay. All right. Okay. Thank you very much. Uh- Thank you for giving us a call. All right. Thank you. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Afternoon-

Speaker speaker\_1: Thank-

Speaker speaker\_2: ... Pamela. This is Kevin Fortenberry. I am working through WorkSmart for LEL International. They signed me up for insurance instantly, and I don't know what that entails. Uh, I just wanted to find out what kind of coverage I have and how much it's costing me every week.

Speaker speaker\_1: All right. And, um, may I have the last four digits of your Social?

Speaker speaker\_2: Yes, ma'am. It's 5819.

Speaker speaker\_1: And you said Work- WorkSmart, right?

Speaker speaker\_2: That's right.

Speaker speaker\_1: WorkSmart. Let's see. And your first and last name, you said?

Speaker speaker\_2: Kevin Fortenberry. F-O-R-T-E-N-B-E-R-R-Y.

Speaker speaker\_1: And when do you start working for them, sir?

Speaker speaker\_2: Um, Monday was my first day.

Speaker speaker\_1: Oh, okay. So, it seems like we don't have your file yet. We usually, um, it takes like a week for us to receive it. Uh, let's see.

Speaker speaker\_2: But they're gonna charge me for this insurance next week?

Speaker speaker\_1: Um, no 'cause you're not registered yet. We, um... WorkSmart, let me get the benefits record.

Speaker speaker\_2: I got some kind of notification saying that if I want, needed to opt out of it. Uh, so that makes me believe that I am automatically signed up for it. I'm, I'm assuming they're gonna-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... deduct it from my first check.

Speaker speaker\_1: Okay. Yes, but, um, you... Not from the first check. They, um, do it, um, 30 days after.

Speaker speaker\_2: Should just call back?

Speaker speaker\_1: But I don't know. We could create a file if you would like to. That way you don't have to call back if you're willing to provide the personal information. If not, I'll, um, I'll say you should give us a call back by Friday and we should have your information in the system.

Speaker speaker\_2: Okay. Well, I'd like to have it canceled.

Speaker speaker\_1: But if you would like, like I said, we could create your file now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Um, just bear with me, and let's get there.

Speaker speaker\_2: To cancel it?

Speaker speaker\_1: Yes. Just bear with me.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So we're gonna go ahead and create your file. Let's see. Uh... Okay. So WorkSmart. This time I'm gonna need your whole Social Security number.

Speaker speaker\_2: 247-43-5819.

Speaker speaker\_1: Okay. So it's 247-43-5819.

Speaker speaker\_2: That's right.

Speaker speaker\_1: Okay. And... And your date of birth?

Speaker speaker\_2: 6/18/1974.

Speaker speaker\_1: 6/18?

Speaker speaker\_2: June 18th, 1974.

Speaker speaker\_1: All right. Okay. We're almost done. I'm gonna need a mailing address, sir.

Speaker speaker\_2: 1484 Hanging Rock Road, Boiling Springs, South Carolina 29316.

Speaker speaker\_1: All right, Mr. Fortenberry. And is, is the phone number you're calling a good number to reach you?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So I'm gonna go ahead and opt you out. Is there anything else that you need help with?

Speaker speaker\_2: No, ma'am. So they will not charge me?

Speaker speaker\_1: No, sir. They will not charge you.

Speaker speaker\_2: And I will

Speaker speaker\_3: ... get my money back. Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: Okay. Thank you very much. Uh-

Speaker speaker\_1: Thank you for giving us a call.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: All right.