

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... This is Pamela speaking. How may I help you? Uh, yes, my name is David Junior Rice and, uh, y'all took \$15.95 or \$16 out of my taxes for next, next paycheck. Uh, I want to opt out. I didn't agree to y'all... to opt in. And what company do you work for? Uh, Surge Staffing in, uh, Fort Brooks, South Carolina. May I have the last four digits of your Social? Uh, 8362. 8368? It's 8362. Yeah. Okay, so it's 8362? Yeah. Yeah. Your first and last name? David Rice. R-I-C-E. Mr. Rice, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, my address is at 19 Hope Court, Calhoun, South Carolina 29530 and my date of birth is 0... wait, 2-24-1972. All right. Thank you for the information. We have a telephone number on file, 864-490-0097. Yes, that's it. All right. I'm going to go ahead and cancel the benefits since you've already been auto enrolled. The process take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you? Uh, are you saying that y'all, y'all gonna keep on, uh, taking out of my taxes next week? Well, we don't have access to your payroll, so we process the information and send it to Surge. They will finish the process on their end. Okay. So that's the timeframe they give us. Okey-doke. I see what I did. All right, thank you for being with Alco. Have a great rest of the day, sir.

Conversation Format

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

Speaker speaker_1: Uh, yes, my name is David Junior Rice and, uh, y'all took \$15.95 or \$16 out of my taxes for next, next paycheck. Uh, I want to opt out. I didn't agree to y'all... to opt in.

Speaker speaker_0: And what company do you work for?

Speaker speaker_1: Uh, Surge Staffing in, uh, Fort Brooks, South Carolina.

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

Speaker speaker_1: Uh, 8362.

Speaker speaker_0: 8368?

Speaker speaker_1: It's 8362. Yeah.

Speaker speaker_0: Okay, so it's 8362?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: David Rice. R-I-C-E.

Speaker speaker_0: Mr. Rice, for security reasons, 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, my address is at 19 Hope Court, Calhoun, South Carolina 29530 and my date of birth is 0... wait, 2-24-1972.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 864-490-0097.

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: All right. I'm going to go ahead and cancel the benefits since you've already been auto enrolled. The process take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you?

Speaker speaker_1: Uh, are you saying that y'all, y'all gonna keep on, uh, taking out of my taxes next week?

Speaker speaker_0: Well, we don't have access to your payroll, so we process the information and send it to Surge. They will finish the process on their end.

Speaker speaker_1: Okay.

Speaker speaker_0: So that's the timeframe they give us.

Speaker speaker_1: Okey-doke. I see what I did.

Speaker speaker_0: All right, thank you for being with Alco. Have a great rest of the day, sir.