

Transcript: Priscilla

Torrales-5277401790988288-5446743795089408

Full Transcript

Good afternoon. Thank you for calling Benefits without a Card. My name is Priscilla. Who do I have the pleasure of speaking to? Yes, my name is Lauren Goldsboro. All right. What is the staffing agency you work for and the last four digits of your Social Security number? Um, you said who I work for? The staffing agency you work for. Mm-hmm. Oh, uh, Priority Personnel. Bear with me one second. Sorry. What is the last four digits of your Social Security number? 0482. What is your last name? Goldsboro. How about you spell that for me? G-O-L-D, Delta, S, Sam, B, Boy, O-R-O. Bear with me one second. First name? Lauren. Bear with me one second. Why is not wanting to pop up? It might be under Taylor. T-A- It might be under my middle name, because that's what I go by. I'm not sure if maybe that's the reason. Okay. Uh... You said Partners Personnel, right? Priority Personnel. Priority Personnel. Okay, let's see. One... There we go. It's a, um... You're under the other... You're under a different... You're under Hamilton Riker Agency. Oh, okay. It's- Yeah, that's why- It's called Priority Person-... Okay. Uh-huh. Okay, bear with me. All right. Would you confirm your address, um, that's on file and your date of birth? 105 Smith Wayne, Apartment L, San Marcos, Texas 78666. And then you said what else? Your date of birth. March 8, 1990. Okay, then I have a telephone number, 850-481-6559? Yes. And an email, taylorgoldsboro90@gmail.com? Yes. Okay, how can I assist you? Yes, I'm looking to cancel the insurance from coming out of my paycheck. It's not, uh, helping me very much. Okay. You want to cancel your coverage? Bear with one second. Okay. Cancel coverage. All right. Just wanted to confirm if you want to cancel your coverage that you have here. Okay. Just want to advise you that it will take one to two weeks for cancellation to process. Okay. And you'll see one or two deductions max, um, out of your paycheck. Okay. But you'll be active on those last two, uh, one or two deductions. Just wanted to notify that part. Okay. All right. I processed your cancellation. Anything else I can help you with? Your name's Goldsboro- No, thank you. Thank you. Thank you, have a wonderful day and thank you for calling Benefits without a Card. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits without a Card. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Yes, my name is Lauren Goldsboro.

Speaker speaker_0: All right. What is the staffing agency you work for and the last four digits of your Social Security number?

Speaker speaker_1: Um, you said who I work for?

Speaker speaker_0: The staffing agency you work for. Mm-hmm.

Speaker speaker_1: Oh, uh, Priority Personnel.

Speaker speaker_0: Bear with me one second. Sorry. What is the last four digits of your Social Security number?

Speaker speaker_1: 0482.

Speaker speaker_0: What is your last name?

Speaker speaker_1: Goldsboro.

Speaker speaker_0: How about you spell that for me?

Speaker speaker_1: G-O-L-D, Delta, S, Sam, B, Boy, O-R-O.

Speaker speaker_0: Bear with me one second. First name?

Speaker speaker_1: Lauren.

Speaker speaker_0: Bear with me one second. Why is not wanting to pop up?

Speaker speaker_1: It might be under Taylor. T-A- It might be under my middle name, because that's what I go by. I'm not sure if maybe that's the reason.

Speaker speaker_0: Okay. Uh... You said Partners Personnel, right?

Speaker speaker_1: Priority Personnel.

Speaker speaker_0: Priority Personnel. Okay, let's see. One... There we go. It's a, um... You're under the other... You're under a different... You're under Hamilton Riker Agency.

Speaker speaker_1: Oh, okay. It's-

Speaker speaker_0: Yeah, that's why-

Speaker speaker_1: It's called Priority Person-... Okay.

Speaker speaker_0: Uh-huh. Okay, bear with me. All right. Would you confirm your address, um, that's on file and your date of birth?

Speaker speaker_1: 105 Smith Wayne, Apartment L, San Marcos, Texas 78666. And then you said what else?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: March 8, 1990.

Speaker speaker_0: Okay, then I have a telephone number, 850-481-6559?

Speaker speaker_1: Yes.

Speaker speaker_0: And an email, taylorgoldsboro90@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, how can I assist you?

Speaker speaker_1: Yes, I'm looking to cancel the insurance from coming out of my paycheck. It's not, uh, helping me very much.

Speaker speaker_0: Okay. You want to cancel your coverage? Bear with one second. Okay. Cancel coverage. All right. Just wanted to confirm if you want to cancel your coverage that you have here.

Speaker speaker_1: Okay.

Speaker speaker_0: Just want to advise you that it will take one to two weeks for cancellation to process.

Speaker speaker_1: Okay.

Speaker speaker_0: And you'll see one or two deductions max, um, out of your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: But you'll be active on those last two, uh, one or two deductions. Just wanted to notify that part.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I processed your cancellation. Anything else I can help you with? Your name's Goldsboro-

Speaker speaker_1: No, thank you. Thank you.

Speaker speaker_0: Thank you, have a wonderful day and thank you for calling Benefits without a Card.

Speaker speaker_1: You too.