

Transcript: Sara

Marulanda-5083466654990336-5224062000480256

Full Transcript

Thank you for com- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, can you hear me now? Hello. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, can you hear me? Now I can hear you. How may I help you? Can you hear me now? Yes, sir. Um, y- I was trying to, um, take the insurance off my, um, o- off my, um, check. I was trying to take it off because I ... that my check was on, I had the insurance on my own check. And I was trying to take it 'cause I already have insurance. Okay. Uh, what I understand is that you want to cancel your insurance? Yeah, ma'am. Okay, so let me find you on the system. May I have please the, the name of the agency that you are working with and the last four digits of your Social Security number? Uh, Partners Personnel. Okay. And, um, 3105. 3105 Partners Personnel. And may I have your name again? Marlon Hubbard. M-A-R-L-O-N H-U-B-B-A-R-D. Okay. They need to... Okay, Mr. Hubbard. ... get me one from the top. Okay. I got it. I already found you. Uh, Mr. Marlon O. Hubbard, uh, just for security purposes- Yes, ma'am. ... can you please verify your address and date of birth? Uh, 76 Haywood Road, Byhalia, Mississippi and my date of birth, 08/06/1999. And, uh, your email is mars, M-A-R-S, 123@lifestyle.com? 123@... Yes, ma'am. And your phone number? Uh, 901-864-3918. I ain't got that 297-76638 number no more. Oh, okay. Thank you for that, uh, clarification. Okay, and you don't want to be enrolled on insurance. Is that correct? Um, yes, ma'am. I already have insurance. Okay. Okay. I understand you. But it, Partners Personnel does not have auto-enrollment, so they're not going to put you on the insurance. I know. I already got, um, I, I, I'm up under my mom's insurance. It's okay. What I'm telling you is then they're not going to put you automatically, uh, automatically on the insurance. You're not going to have insurance with us- I just want to make sure. ... unless you request to be enrolled. Uh, so, so I had requested to be on a, on, on insurance? No, you haven't. You haven't and you are not going to be enrolled because you're telling me that you don't want to be enrolled. Is that correct? Uh, yes, ma'am, but I had checked my check and they were taking insurance out of it. Like, how much have they taken? Or what is the explanation next to the deduction? W- what number they have? Uh, I, I, I got to go home and, um, check it. I'm at, um, work right now. So you saying I'm not- Okay, just remember... No, you're not enrolled with us. But just remember, if you see a deduction like for MED, that is the Medicare. Everybody in USA has to pay that in, that, uh, MED. That's, uh, those are taxes. Yeah. But other than that- Okay. Okay. ... you're not enrolled with us. You don't have any coverage with us. Yes, ma'am. Okay, sir. Um, other than that, is there anything else that I can help you with? Uh, no, ma'am. This is everything. Okay, sir. Just in case you've got any other question, please feel free to give us a call back. All right. Thank you. You're more than welcome. Have a great night and thank you for calling Benefits in a Card. Okay.

Conversation Format

Speaker None: Thank you for com- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, can you hear me now? Hello. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, can you hear me? Now I can hear you. How may I help you? Can you hear me now? Yes, sir. Um, y- I was trying to, um, take the insurance off my, um, o- off my, um, check. I was trying to take it off because I ... that my check was on, I had the insurance on my own check. And I was trying to take it 'cause I already have insurance. Okay. Uh, what I understand is that you want to cancel your insurance? Yeah, ma'am. Okay, so let me find you on the system. May I have please the, the name of the agency that you are working with and the last four digits of your Social Security number? Uh, Partners Personnel. Okay. And, um, 3105. 3105 Partners Personnel. And may I have your name again? Marlon Hubbard. M-A-R-L-O-N H-U-B-B-A-R-D. Okay. They need to... Okay, Mr. Hubbard. ... get me one from the top. Okay. I got it. I already found you. Uh, Mr. Marlon O. Hubbard, uh, just for security purposes- Yes, ma'am. ... can you please verify your address and date of birth? Uh, 76 Haywood Road, Byhalia, Mississippi and my date of birth, 08/06/1999. And, uh, your email is mars, M-A-R-S, 123@lifestyle.com? 123@... Yes, ma'am. And your phone number? Uh, 901-864-3918. I ain't got that 297-76638 number no more. Oh, okay. Thank you for that, uh, clarification. Okay, and you don't want to be enrolled on insurance. Is that correct? Um, yes, ma'am. I already have insurance. Okay. Okay. I understand you. But it, Partners Personnel does not have auto-enrollment, so they're not going to put you on the insurance. I know. I already got, um, I, I, I'm up under my mom's insurance. It's okay. What I'm telling you is then they're not going to put you automatically, uh, automatically on the insurance. You're not going to have insurance with us- I just want to make sure. ... unless you request to be enrolled. Uh, so, so I had requested to be on a, on, on insurance? No, you haven't. You haven't and you are not going to be enrolled because you're telling me that you don't want to be enrolled. Is that correct? Uh, yes, ma'am, but I had checked my check and they were taking insurance out of it. Like, how much have they taken? Or what is the explanation next to the deduction? W- what number they have? Uh, I, I, I got to go home and, um, check it. I'm at, um, work right now. So you saying I'm not- Okay, just remember... No, you're not enrolled with us. But just remember, if you see a deduction like for MED, that is the Medicare. Everybody in USA has to pay that in, that, uh, MED. That's, uh, those are taxes. Yeah. But other than that- Okay. Okay. ... you're not enrolled with us. You don't have any coverage with us. Yes, ma'am. Okay, sir. Um, other than that, is there anything else that I can help you with? Uh, no, ma'am. This is everything. Okay, sir. Just in case you've got any other question, please feel free to give us a call back. All right. Thank you. You're more than welcome. Have a great night and thank you for calling Benefits in a Card. Okay.