

## **Transcript: VICTORIA**

**Taylor-5191179788140544-5081255703789568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... four, six, two, nine, three, one, five, four, six is not available. Hey, this message is for Jose. This is Victoria with Benefits and a Card. Uh, we just spoke about declining the auto-enrollment for Carlton Staffing, um, but I'm looking at your file and it looks like you're actually already pending for enrollment, so I am gonna put in the request to have it canceled for you. Now, with it being pending, um, typically, eh, cancellations can take about one to two weeks to be processed through your payroll, so you very well may see one to two payroll deductions being made out of your check. If you do, it will provide the coverage you're paying for until the cancellation has been processed through your payroll department. Um, again, it looks like you were already pending for the auto-enrollment, so I went ahead and put in a request to have it canceled for you. Um, unfortunately, it does take about one to two weeks for cancellations to be processed. So during that time, you may experience one to two payroll deductions. If you do see one to two deductions being made, it will provide the coverage until the cancellation has been processed. Thank you so much. Have a wonderful day. If you're satisfied with the message, press one. To listen to your message, press two. To erase and rerecord, press three. To continue recording where you left off, press four. If you're satisfied with the message, press one. To listen to your message... To leave the number from which you are calling, press pound. To leave another callback number, enter the 10-digit number, then press pound. To leave no number, press pound twice. To cancel, press star. Phone number eight zero... To send your message with normal delivery, press one. Thank you. Your message has been sent.

### **Conversation Format**

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

Speaker speaker\_1: ... four, six, two, nine, three, one, five, four, six is not available.

Speaker speaker\_2: Hey, this message is for Jose. This is Victoria with Benefits and a Card. Uh, we just spoke about declining the auto-enrollment for Carlton Staffing, um, but I'm looking at your file and it looks like you're actually already pending for enrollment, so I am gonna put in the request to have it canceled for you. Now, with it being pending, um, typically, eh, cancellations can take about one to two weeks to be processed through your payroll, so you very well may see one to two payroll deductions being made out of your check. If you do, it will provide the coverage you're paying for until the cancellation has been processed through your payroll department. Um, again, it looks like you were already pending for the auto-enrollment,

so I went ahead and put in a request to have it canceled for you. Um, unfortunately, it does take about one to two weeks for cancellations to be processed. So during that time, you may experience one to two payroll deductions. If you do see one to two deductions being made, it will provide the coverage until the cancellation has been processed. Thank you so much. Have a wonderful day.

Speaker speaker\_1: If you're satisfied with the message, press one. To listen to your message, press two. To erase and rerecord, press three. To continue recording where you left off, press four. If you're satisfied with the message, press one. To listen to your message... To leave the number from which you are calling, press pound. To leave another callback number, enter the 10-digit number, then press pound. To leave no number, press pound twice. To cancel, press star. Phone number eight zero... To send your message with normal delivery, press one. Thank you. Your message has been sent.