

Transcript: VICTORIA

Taylor-5790132019871744-5297571245277184

Full Transcript

Your call may be monitored or recorded for quality assurance- ... purposes. Mm-hmm. Thank you for calling Benefits- This is ... program. ... rolling number. This is Victoria. How can I help you? Yes, ma'am. Uh, okay. I, I just called somebody as well, I just called a rep, and also I spoke to a rep. Uh, I think this up comes this week. There's two things on my benefits that I don't understand, but also I was just told, like, I'm, I'm with a staffing company, but as soon as I actually get hired on with, with the company that I, uh, I'm going to, things are not gonna roll over from you guys. So, uh, I just thought things would roll over, but it's not. Um, but I might as well go ahead and just cancel, cancel everything. Okay. Uh, what's the name of the agency you work for? TRC Staffing. Okay. And the last four of your Social? 0037. 0038, I'm sorry. If I'm not- And- ... mistaken, 0037, or it's 0037. Okay. What's your first and last name? First name is Devin, D-E-V-I-N. Last name is Hall, H-A-L-L. Okay. Do you mind verifying your address and date of birth? Address is 2211 Vintage Oaks Drive, Loganville, Georgia, 30052. Date of birth is January 15th, 1984. And then phone number 678-620-6843? Yes. And then email is dhall8801@gmail.com? Yes. Okay. All right. So I do see- Like- ... that you're pending for enrollment. I can definitely go ahead and put in a request to have it canceled. Um, with it being in a pending status though, there is a possibility you may see one to two payroll deductions, 'cause typically any type of, like, getting enrolled, making any change or a cancellation takes about one to two weeks to be processed through payroll. Okay, but I won't be able to get that money back at all, right? Unfortunately, no, sir, since you, uh, signed up for the coverage. Now, if you do see one to two payroll deductions, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. All right. All right. So let me go ahead and put in a request to have that canceled. And was there anything else you might need help with? That would be all. All right. You have a wonderful day. All right. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance- ... purposes.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Thank you for calling Benefits-

Speaker speaker_1: This is

Speaker speaker_3: ... program.

Speaker speaker_2: ... rolling number. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. Uh, okay. I, I just called somebody as well, I just called a rep, and also I spoke to a rep. Uh, I think this up comes this week. There's two things on my benefits that I don't understand, but also I was just told, like, I'm, I'm with a staffing company, but as soon as I actually get hired on with, with the company that I, uh, I'm going to, things are not gonna roll over from you guys. So, uh, I just thought things would roll over, but it's not. Um, but I might as well go ahead and just cancel, cancel everything.

Speaker speaker_2: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: TRC Staffing.

Speaker speaker_2: Okay. And the last four of your Social?

Speaker speaker_1: 0037. 0038, I'm sorry. If I'm not-

Speaker speaker_2: And-

Speaker speaker_1: ... mistaken, 0037, or it's 0037.

Speaker speaker_2: Okay. What's your first and last name?

Speaker speaker_1: First name is Devin, D-E-V-I-N. Last name is Hall, H-A-L-L.

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Address is 2211 Vintage Oaks Drive, Loganville, Georgia, 30052. Date of birth is January 15th, 1984.

Speaker speaker_2: And then phone number 678-620-6843?

Speaker speaker_1: Yes.

Speaker speaker_2: And then email is dhall8801@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right. So I do see-

Speaker speaker_1: Like-

Speaker speaker_2: ... that you're pending for enrollment. I can definitely go ahead and put in a request to have it canceled. Um, with it being in a pending status though, there is a possibility you may see one to two payroll deductions, 'cause typically any type of, like, getting enrolled, making any change or a cancellation takes about one to two weeks to be processed through payroll.

Speaker speaker_1: Okay, but I won't be able to get that money back at all, right?

Speaker speaker_2: Unfortunately, no, sir, since you, uh, signed up for the coverage. Now, if you do see one to two payroll deductions, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: All right. So let me go ahead and put in a request to have that canceled. And was there anything else you might need help with?

Speaker speaker_1: That would be all.

Speaker speaker_2: All right. You have a wonderful day.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.