

## **Transcript: VICTORIA**

**Taylor-6025221034393600-5731544248532992**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, yes, my name's Deshawna Benson. I'm actually calling about the card that I received in the mail for the insurance. Okay. I didn't, uh, apply for that or I didn't want that so they told me to give you guys a call to take that off of there so it's not coming out of my check. Gotcha. What's the name of the agency you work for? Crown. And the last four of your Social? It's 1963. All right, and your first and last name again? Deshawna, B-E-S-H-A-W-N-A. Benson, B as in boy, E-N-S-O-N. Okay. Do you mind verifying your address and date of birth? It's 1034 Isabella Street, Newport, Kentucky, 41071. And then, I'm sorry, what else did you ask for? Your date of birth. 6/23/92. Okay. Phone number 859-999-5930? Correct. Okay. And then email is first and last name at gmail.com? Correct. Okay. Um, so yeah, it looks like you were automatically enrolled. Um, all new hires with Crown Services are enrolled unless you opt out beforehand so I can go ahead and, uh, put in a request to have it canceled. Now I know typically, uh, with cancellations, it takes about one to two weeks to be processed through payroll so you may see one to two more payroll deductions. Oh my goodness, I- Yeah, I... And they automatically do that? Yes, they do. And then so I- They automatically enroll all... Sorry, I didn't mean- And so they're still gonna take, they're still gonna take money out of my paycheck for two more weeks after I'm canceling it to... It's abo- So let me explain this a different way. All new hires are automatically enrolled into this plan unless you opt out beforehand. They do give you 30 days from the date of your first check to call in or fill out an app- uh, form- Yeah, I've never needed... Yeah, I've never needed it. I have insurance. I don't know why they automatically do that even though that's something that's with them but they should at least, yeah, they, they didn't explain that or say like, 'cause I would have said that I already have insurance, I don't need it. And then what's the total amount that they're taking out? It is \$15.67 a week. Oh my goodness. Okay. Okay. Yeah, I need to opt out of that. Okay. So at this point we can't opt you out, but you're already enrolled. What we're doing is we're putting in a request to have it canceled which will take about one to two weeks to be processed through your payroll. Okay. It's not a guarantee that you will see one to two more deductions. It's a possibility. It really just all depends on how fast payroll cancels it on their end. Now if you do see one to two more deductions, of course you, you still will be provided with the coverage for it. Okay. So I went ahead and submitted the cancellation. Do you need help with anything else? No, that'll be all. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, yes, my name's Deshawna Benson. I'm actually calling about the card that I received in the mail for the insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I didn't, uh, apply for that or I didn't want that so they told me to give you guys a call to take that off of there so it's not coming out of my check.

Speaker speaker\_0: Gotcha. What's the name of the agency you work for?

Speaker speaker\_1: Crown.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: It's 1963.

Speaker speaker\_0: All right, and your first and last name again?

Speaker speaker\_1: Deshawna, B-E-S-H-A-W-N-A. Benson, B as in boy, E-N-S-O-N.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: It's 1034 Isabella Street, Newport, Kentucky, 41071. And then, I'm sorry, what else did you ask for?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: 6/23/92.

Speaker speaker\_0: Okay. Phone number 859-999-5930?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And then email is first and last name at gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so yeah, it looks like you were automatically enrolled. Um, all new hires with Crown Services are enrolled unless you opt out beforehand so I can go ahead and, uh, put in a request to have it canceled. Now I know typically, uh, with cancellations, it takes about one to two weeks to be processed through payroll so you may see one to two more payroll deductions.

Speaker speaker\_1: Oh my goodness, I- Yeah, I... And they automatically do that?

Speaker speaker\_0: Yes, they do.

Speaker speaker\_1: And then so I-

Speaker speaker\_0: They automatically enroll all... Sorry, I didn't mean-

Speaker speaker\_1: And so they're still gonna take, they're still gonna take money out of my paycheck for two more weeks after I'm canceling it to...

Speaker speaker\_0: It's abo- So let me explain this a different way. All new hires are automatically enrolled into this plan unless you opt out beforehand. They do give you 30 days from the date of your first check to call in or fill out an app- uh, form-

Speaker speaker\_1: Yeah, I've never needed... Yeah, I've never needed it. I have insurance. I don't know why they automatically do that even though that's something that's with them but they should at least, yeah, they, they didn't explain that or say like, 'cause I would have said that I already have insurance, I don't need it. And then what's the total amount that they're taking out?

Speaker speaker\_0: It is \$15.67 a week.

Speaker speaker\_1: Oh my goodness. Okay. Okay. Yeah, I need to opt out of that.

Speaker speaker\_0: Okay. So at this point we can't opt you out, but you're already enrolled. What we're doing is we're putting in a request to have it canceled which will take about one to two weeks to be processed through your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's not a guarantee that you will see one to two more deductions. It's a possibility. It really just all depends on how fast payroll cancels it on their end. Now if you do see one to two more deductions, of course you, you still will be provided with the coverage for it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So I went ahead and submitted the cancellation. Do you need help with anything else?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.