

## Transcript: Chris Sofield

(deactivated)-4831161575587840-4705949521592320

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, can you hear me? Yes, I can hear you. How can I help you? Yes, I was trying to opt out of that, um, that MEC, Tela RX stuff or whatever, that there have been taking out of my checks. Okay. What, uh- Uh, I have a question though. It's... Okay, so look, I called November... Okay, so my first check they took it out of was \$15.16. That's what you charge every week. I d- uh, when I set up my service and everything for my job and everything, I opted out of it then. But then, um, after like a month or whatever, or so, um, I wasn't getting charged. And then after a month I was starting getting charged or whatever. But I called my staffing company and told them that I opted out of it and they told me to call the number. Okay. November the 22nd is when I got my fir- my I- when I got my check with the first payment taken out of my a- my check, right? I called on that Monday, the November the 25th to opt out of the service. And the girl told me, okay, she got everything clear. It shouldn't took it, took no more money out of my account. Well, for the past, uh, no-, December or whatever, this has been like the sixth... This is the seventh check they put \$15.16 out of. And it was supposed to be, uh, taken off on November the 25th when I called. Okay, ma'am, uh, what staffing company is this for? Serge Staffing in Alabama. Thank you, and the last four- thank you. And the last four of your social? 6248. Thank you. And I want to see what I can do to get my money back because y'all been charging me and it's supposed to been off November the 25th and y'all still been charging me. Because I talked to a lady the last time I called on November the 25th. Ma'am, I, I can definitely look into that. I just need to be able to pull up your file. What is your first and last name? Right, right. Yes, sir. Tiffany Fike. For security purposes, please verify your address and date of birth. 170 Wanda Circle, Talladega, Alabama 35160. Date of birth is June 4th, 1993. Thank you. Phone number on file we have is 2564930968. Is that correct? Yes, sir. Okay. Yeah, I was talking to a lady last time and she was supposed to opt me out of it and so I wouldn't get charged anymore. But, um, I still been getting charged- Okay, may I ask you a- ... and it's over \$100. If you'll allow me to research your file and see what's ra- what's going on. Give me just a moment. Yes, sir. Thank you. Mm-hmm. Our system shows the only time anyone has accessed your file was last week on Friday to start the cancellation process. I hadn't talked to nobody last Friday. The last time I talked to somebody was November the 25th. I've tried... I've been trying to call and call and call, but every time I call it tells me, "Press one for English." I press one and then it says, um, like beep, beep, beep and hangs up or y'all are... I mean, nobody answers. Like this is the first time I've talked to somebody since the November the 5th. 25th, I mean. Okay. Um... My Serge staffing has been trying to get... the corporate office of Serge Staffing has been trying to get in touch with y'all. I don't know if they've talked to y'all or not. The lady hasn't told me anything about it. Um, but she, I mean, I know she said something about corporate was trying to, she was trying to get ho- corporate to

help me out. Okay. So the document... so the notes on your file from last Friday show that it, that the cancellation process was started in response to an email that was received. Um, but other than that, there ha- See, I'm not a fan of this corporate. I'm not really so sure on that part. Yeah. Other than that, um, no, it doesn't look like anyone has, has touched this file other than that, other than that account, that, um, cancellation start on the 3rd. Now as far as- Well, see, that's crazy though, because the 25th I talked to a lady and she asked me all the same questions you did to verify my account, my name, my address, everything. She did the same... She asked me all those questions. I gave her everything, like I just gave you. And, um, she told me or whatever, she was like, um, she's going to opt me out of it or whatever. Everything will be taken care of, this, that, and the other. And I was like, "Okay, thank you." And she told me to have a great day. Okay. So again, for some reason, your file does not have a record of that call. We'll have to check our call, our call system for, for the record of that phone call. You said it was on November 25th, correct? Yes, sir. The first time they got taken out of my check was November the 22nd. On the 25th, that was on a Friday. The 22nd was on a Friday. On that Monday, I called and talked to a lady. I don't remember her name. I don't even know if she gave it to me, to be honest. Um, I'm not... I don't really remember. Um... Okay. But I did talk to a lady. Yes, sir, I did. Okay. So we'll have to review the call records and see, uh, and see what was stated on that call if we can locate it. And once, once we have reviewed that, then we'll be able to tell ... what we can do moving forward. As of right now, I think that we have started the cancelation process per an email that was received on, uh, per an email th- that was received, I believe, on Friday. Um, again, and we'll have to investigate to see if we can locate that call. At, at the moment, I- Okay. So I'm not gonna be able to get my money back though, for them charging me? And I've called, like the first time they took it out of my check. It depends on what we, um, what we find when we review the call recording. I can't tell you one way or the other right now. Okay. And so, I mean, if the lady didn't put anything in there or whatever, it's, it's like on me and I'm just not getting my money back? Ma-, ma'am, I cannot tell you one way or the other until the call recording has been reviewed. I cannot give you an answer until that's done. Okay. So, um, am I- One- Am I still going to get money taken out of my check every week?... again, I cannot... So the normal co- the normal cancellation process is once it's been r- once it's been put in, it takes one to two weeks to process, and during that timeframe, it is possible to see one or two more deductions. Again, however though, this is dependent on the call recording that we locate. If we can find the call recording and it is stated that you should have... that your coverage should have been canceled much earlier, then we will... Then based off of that, we may be able to provide a, provide a reimbursement. But again, I cannot guarantee one way or the other until a call, until a call recording has been reviewed. Okay, so it'd be like one or two more weeks? Uh, again, it- Or... Th- that is normal process, but this is all dependent on the call recording. I can't tell you anything definit- Okay, but when are y'all gonna stop- I can't- ... taking the \$15.16 out of my check because I'm not using it. It should be d-declined already and everything. Opted out of it, whatever. So that's what I was saying. Normally, that is the one to two-week process, but again, depending on the call recording, if, if we... b- based on what we find when we review it, we may be able to stop it sooner. ... this is her. I cannot tell you anything definitively until the call recording has been reviewed. Okay, but, um, that's not... Okay, so I understand that part on the money part or whatever to get it reimbursed, blah, blah, whatever. Um, so but I'm saying I'm calling you now to tell you to opt me out of it again for the second time. You know

what I mean? Or whatever, so I wanna know, you said it should be like one check or two checks or whatever that'll still be charged to me out of or whatever and then it'll come out or what? Like then it'll stop ch- charging me? That is the normal process. However, if the call recording shows that you should have, that you should have... m- that we should have started the cancellation process much sooner than last Friday, then it's possible we may be able to stop the deductions sooner than that. Again- Okay. ... depending on the call recording. I can't say- Right, right. ... one way or the other until that's been reviewed. Okay, well, how or when will I know or how will I know or whatever when the call- When the... Investigation, investigation will typically take one to two business days and once we've con- once we have done what we need to do and researched what we need to research, we will call you with further... with the further steps for this if anything further needs to be done and what, and what will be done on our side regarding cancellation. Mm-hmm. Okay. All right. Was there anything else? Um, no, sir. That's it. Um, but I was... What else am I... I'm going to ask you another question. No, I guess that's it. All right then. Well, if that's everything, thanks again for calling and have a good day. You too.

## Conversation Format

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

Speaker speaker\_1: Hello, can you hear me?

Speaker speaker\_2: Yes, I can hear you. How can I help you?

Speaker speaker\_1: Yes, I was trying to opt out of that, um, that MEC, Tela RX stuff or whatever, that there have been taking out of my checks.

Speaker speaker\_2: Okay. What, uh-

Speaker speaker\_1: Uh, I have a question though. It's... Okay, so look, I called November... Okay, so my first check they took it out of was \$15.16. That's what you charge every week. I d- uh, when I set up my service and everything for my job and everything, I opted out of it then. But then, um, after like a month or whatever, or so, um, I wasn't getting charged. And then after a month I was starting getting charged or whatever. But I called my staffing company and told them that I opted out of it and they told me to call the number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: November the 22nd is when I got my fir- my I- when I got my check with the first payment taken out of my a- my check, right? I called on that Monday, the November the 25th to opt out of the service. And the girl told me, okay, she got everything clear. It shouldn't took it, took no more money out of my account. Well, for the past, uh, no-, December or whatever, this has been like the sixth... This is the seventh check they put \$15.16 out of. And it was supposed to be, uh, taken off on November the 25th when I called.

Speaker speaker\_2: Okay, ma'am, uh, what staffing company is this for?

Speaker speaker\_1: Serge Staffing in Alabama.

Speaker speaker\_2: Thank you, and the last four- thank you. And the last four of your social?

Speaker speaker\_1: 6248.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: And I want to see what I can do to get my money back because y'all been charging me and it's supposed to be off November the 25th and y'all still been charging me. Because I talked to a lady the last time I called on November the 25th.

Speaker speaker\_2: Ma'am, I, I can definitely look into that. I just need to be able to pull up your file. What is your first and last name?

Speaker speaker\_1: Right, right. Yes, sir. Tiffany Fike.

Speaker speaker\_2: For security purposes, please verify your address and date of birth.

Speaker speaker\_1: 170 Wanda Circle, Talladega, Alabama 35160. Date of birth is June 4th, 1993.

Speaker speaker\_2: Thank you. Phone number on file we have is 2564930968. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, I was talking to a lady last time and she was supposed to opt me out of it and so I wouldn't get charged anymore. But, um, I still been getting charged-

Speaker speaker\_2: Okay, may I ask you a-

Speaker speaker\_1: ... and it's over \$100.

Speaker speaker\_2: If you'll allow me to research your file and see what's ra- what's going on. Give me just a moment.

Speaker speaker\_1: Yes, sir. Thank you.

Speaker speaker\_2: Mm-hmm. Our system shows the only time anyone has accessed your file was last week on Friday to start the cancellation process.

Speaker speaker\_1: I hadn't talked to nobody last Friday. The last time I talked to somebody was November the 25th. I've tried... I've been trying to call and call and call, but every time I call it tells me, "Press one for English." I press one and then it says, um, like beep, beep, beep and hangs up or y'all are... I mean, nobody answers. Like this is the first time I've talked to somebody since the November the 5th. 25th, I mean.

Speaker speaker\_2: Okay. Um...

Speaker speaker\_1: My Serge staffing has been trying to get... the corporate office of Serge Staffing has been trying to get in touch with y'all. I don't know if they've talked to y'all or not. The lady hasn't told me anything about it. Um, but she, I mean, I know she said something

about corporate was trying to, she was trying to get ho- corporate to help me out.

Speaker speaker\_2: Okay. So the document... so the notes on your file from last Friday show that it, that the cancellation process was started in response to an email that was received. Um, but other than that, there ha-

Speaker speaker\_1: See, I'm not a fan of this corporate. I'm not really so sure on that part.

Speaker speaker\_2: Yeah. Other than that, um, no, it doesn't look like anyone has, has touched this file other than that, other than that account, that, um, cancellation start on the 3rd. Now as far as-

Speaker speaker\_1: Well, see, that's crazy though, because the 25th I talked to a lady and she asked me all the same questions you did to verify my account, my name, my address, everything. She did the same... She asked me all those questions. I gave her everything, like I just gave you. And, um, she told me or whatever, she was like, um, she's going to opt me out of it or whatever. Everything will be taken care of, this, that, and the other. And I was like, "Okay, thank you." And she told me to have a great day.

Speaker speaker\_2: Okay. So again, for some reason, your file does not have a record of that call. We'll have to check our call, our call system for, for the record of that phone call. You said it was on November 25th, correct?

Speaker speaker\_1: Yes, sir. The first time they got taken out of my check was November the 22nd. On the 25th, that was on a Friday. The 22nd was on a Friday. On that Monday, I called and talked to a lady. I don't remember her name. I don't even know if she gave it to me, to be honest. Um, I'm not... I don't really remember. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I did talk to a lady. Yes, sir, I did.

Speaker speaker\_2: Okay. So we'll have to review the call records and see, uh, and see what was stated on that call if we can locate it. And once, once we have reviewed that, then we'll be able to tell ... what we can do moving forward. As of right now, I think that we have started the cancelation process per an email that was received on, uh, per an email th- that was received, I believe, on Friday. Um, again, and we'll have to investigate to see if we can locate that call. At, at the moment, I-

Speaker speaker\_1: Okay. So I'm not gonna be able to get my money back though, for them charging me? And I've called, like the first time they took it out of my check.

Speaker speaker\_2: It depends on what we, um, what we find when we review the call recording. I can't tell you one way or the other right now.

Speaker speaker\_1: Okay. And so, I mean, if the lady didn't put anything in there or whatever, it's, it's like on me and I'm just not getting my money back?

Speaker speaker\_2: Ma-, ma'am, I cannot tell you one way or the other until the call recording has been reviewed. I cannot give you an answer until that's done.

Speaker speaker\_1: Okay. So, um, am I-

Speaker speaker\_2: One-

Speaker speaker\_1: Am I still going to get money taken out of my check every week?

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Speaker speaker\_1: Okay, so it'd be like one or two more weeks?

Speaker speaker\_2: Uh, again, it-

Speaker speaker\_1: Or...

Speaker speaker\_2: Th- that is normal process, but this is all dependent on the call recording. I can't tell you anything definit-

Speaker speaker\_1: Okay, but when are y'all gonna stop-

Speaker speaker\_2: I can't-

Speaker speaker\_1: ... taking the \$15.16 out of my check because I'm not using it. It should be d-declined already and everything. Opted out of it, whatever.

Speaker speaker\_2: So that's what I was saying. Normally, that is the one to two-week process, but again, depending on the call recording, if, if we... b- based on what we find when we review it, we may be able to stop it sooner.

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Speaker speaker\_2: ... depending on the call recording. I can't say-

Speaker speaker\_1: Right, right.

Speaker speaker\_2: ... one way or the other until that's been reviewed.

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Speaker speaker\_2: When the... Investigation, investigation will typically take one to two business days and once we've con- once we have done what we need to do and researched what we need to research, we will call you with further... with the further steps for this if anything further needs to be done and what, and what will be done on our side regarding cancellation.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: All right. Was there anything else?

Speaker speaker\_1: Um, no, sir. That's it. Um, but I was... What else am I... I'm going to ask you another question. No, I guess that's it.

Speaker speaker\_2: All right then. Well, if that's everything, thanks again for calling and have a good day.

Speaker speaker\_1: You too.