

## **Transcript: Franchesca**

**Baez-4834030466285568-6189402523353088**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah. Uh, I'm an employee in Tulsa, Oklahoma, Paige Belcher Golf Course. And I noticed on my pay stub, uh, you've been deducting, like, 16 something a, a week out of my, uh, pay. And I'm on Medicare, so I don't really need the insurance. I need to cancel that, please. What staffing company do you work with? Uh, American Staffing Corporation. Is that it? Or a Paige Belcher. And I don't know which one that is or what I need to do on that. And what are the last four of the Social? Excuse me? Yes, sir. What are the last four of the Social? 1201. And lastly, the last name? Lawhorn. L-A-W-H-O-R-N. All right. And for security purposes, could you verify your mailing address for me and your date of birth? Uh, mailing address is PO Box 870, Broken Arrow, Oklahoma. And, uh, what was the other question? Your date of birth. October 9th, 1947. We have best contact same as the one you called on, 918-706-0328, with the email of jimclawhorn at jim-... I mean, uh, hotmail, sorry,.com. No. Yahoo? It's Jim, jimclawhorn@yahoo.com. Okay. Now, let's see where this came... Oh, I see where it came from. So yes, sir, you are correct. You are being deducted insurance. The reason for it is 'cause your staffing company has a policy of automatically enrolling new hires into that medical preventative care plan that you're on. And you stated you wanted me to process a cancellation, correct? Yes, ma'am. All right. For the purpose of my line being recorded, you asked to cancel the benefits with American Staff Corp today. Yes, ma'am. All right, sir, I put in for the request of it to be canceled. The only thing would be the cancellations do take seven to 10 business days to process. So you might experience one or two more deductions while it's being completed. Okay. Thank you very much for your help. I appreciate it. Of course. It was a pleasure. I hope you have a wonderful rest of your day. Okay. Thank you. You, too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah. Uh, I'm an employee in Tulsa, Oklahoma, Paige Belcher Golf Course. And I noticed on my pay stub, uh, you've been deducting, like, 16 something a, a week out of my, uh, pay. And I'm on Medicare, so I don't really need the insurance. I need to cancel that, please.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Uh, American Staffing Corporation. Is that it? Or a Paige Belcher. And I don't know which one that is or what I need to do on that.

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

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Yes, sir. What are the last four of the Social?

Speaker speaker\_1: 1201.

Speaker speaker\_0: And lastly, the last name?

Speaker speaker\_1: Lawhorn. L-A-W-H-O-R-N.

Speaker speaker\_0: All right. And for security purposes, could you verify your mailing address for me and your date of birth?

Speaker speaker\_1: Uh, mailing address is PO Box 870, Broken Arrow, Oklahoma. And, uh, what was the other question?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: October 9th, 1947.

Speaker speaker\_0: We have best contact same as the one you called on, 918-706-0328, with the email of jimclawhorn at jim-... I mean, uh, hotmail, sorry,.com.

Speaker speaker\_1: No.

Speaker speaker\_0: Yahoo?

Speaker speaker\_1: It's Jim, jimclawhorn@yahoo.com.

Speaker speaker\_0: Okay. Now, let's see where this came... Oh, I see where it came from. So yes, sir, you are correct. You are being deducted insurance. The reason for it is 'cause your staffing company has a policy of automatically enrolling new hires into that medical preventative care plan that you're on. And you stated you wanted me to process a cancellation, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. For the purpose of my line being recorded, you asked to cancel the benefits with American Staff Corp today.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, sir, I put in for the request of it to be canceled. The only thing would be the cancellations do take seven to 10 business days to process. So you might experience one or two more deductions while it's being completed.

Speaker speaker\_1: Okay. Thank you very much for your help. I appreciate it.

Speaker speaker\_0: Of course. It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_1: Okay. Thank you. You, too.

Speaker speaker\_0: Bye-bye.