

## **Transcript: Francesca**

**Baez-5111467722194944-5147790344503296**

### **Full Transcript**

Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? Um, yeah, I'm calling to cancel my, uh, Benefits Intercom. You said with search? Uh, no, I wanted to cancel my benefits, my medical benefits. Okay. What staffing company do you work with? Um, ISS, Innovative Staffing Solutions. Can I apologize one more time? Innovative Staffing Solutions. Thank you. And can I have the last four of your Social? Three, two, one, two. I have three, two, one, two. Is this correct? Yes, ma'am. And what is your last name? Robles. R-O-B-L-E-S. Did you just recently start working with them? Um, I've been working with them since December. So you did put it as Innovative- And they ... it's Innovative- ... Staff Solutions? Yep. I work at Masco, yes. Do you have any other last name aside from Robles? No. They've been taking \$28 out of my, out of my check every week, so... Maybe they slipped it. What's the first name? Lisa. Oh, they did. I see now, right. So they slipped it. They put your first name as your last name and your last name as a first name. That's why I was having an issue locating the account. I apologize. No, you're good. And could you please verify your mailing address for me and date of birth? 7672 State Route 154, Lot 610, Du Quoin, Illinois, 62832. And my date of birth is 10/29/1978. I have VES contact, 618-985-7912. Uh, actually, can I change that? Yes, ma'am. Uh, 618-790-5268. And then the last thing, if I have your email down as lastnamefirstname136@gmail.com? No, it's 139. 139. All right, and then lastly, I just need the verbal agreement that today you would like to cancel your current benefits with Innovative Staff Solutions, correct? Just the medical part of it. Okay. So you want me to just cancel the medical and then keep the dental, the vision, the life insurance and the group accident? Um, keep the life insurance, the medi- the, the dental and the vision. All right, so just leave dental, vision and life insurance, right, those three? Yes, ma'am. All right, so with just those three, you're gonna be deducted \$7.33 per paycheck. Okay. Do you authorize Innovative Staff Solutions to make that new deduction? Yes, ma'am. Okay. So it should take one to two weeks for you to reflect the change on your paycheck, from the 25.48 to the 7.33. Okay, sounds good. Thank you. Of course. Was there anything else I can assist you with today? No, ma'am. You have a good day. Thank you. You too have a great day.

### **Conversation Format**

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

Speaker speaker\_1: Um, yeah, I'm calling to cancel my, uh, Benefits Intercom.

Speaker speaker\_0: You said with search?

Speaker speaker\_1: Uh, no, I wanted to cancel my benefits, my medical benefits.

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

Speaker speaker\_1: Um, ISS, Innovative Staffing Solutions.

Speaker speaker\_0: Can I apologize one more time?

Speaker speaker\_1: Innovative Staffing Solutions.

Speaker speaker\_0: Thank you. And can I have the last four of your Social?

Speaker speaker\_1: Three, two, one, two.

Speaker speaker\_0: I have three, two, one, two. Is this correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And what is your last name?

Speaker speaker\_1: Robles. R-O-B-L-E-S.

Speaker speaker\_0: Did you just recently start working with them?

Speaker speaker\_1: Um, I've been working with them since December.

Speaker speaker\_0: So you did put it as Innovative-

Speaker speaker\_1: And they ... it's Innovative-

Speaker speaker\_0: ... Staff Solutions?

Speaker speaker\_1: Yep. I work at Masco, yes.

Speaker speaker\_0: Do you have any other last name aside from Robles?

Speaker speaker\_1: No. They've been taking \$28 out of my, out of my check every week, so...

Speaker speaker\_0: Maybe they slipped it. What's the first name?

Speaker speaker\_1: Lisa.

Speaker speaker\_0: Oh, they did. I see now, right. So they slipped it. They put your first name as your last name and your last name as a first name. That's why I was having an issue locating the account. I apologize.

Speaker speaker\_1: No, you're good.

Speaker speaker\_0: And could you please verify your mailing address for me and date of birth?

Speaker speaker\_1: 7672 State Route 154, Lot 610, Du Quoin, Illinois, 62832. And my date of birth is 10/29/1978.

Speaker speaker\_0: I have VES contact, 618-985-7912.

Speaker speaker\_1: Uh, actually, can I change that?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Uh, 618-790-5268.

Speaker speaker\_0: And then the last thing, if I have your email down as lastnamefirstname136@gmail.com?

Speaker speaker\_1: No, it's 139.

Speaker speaker\_0: 139. All right, and then lastly, I just need the verbal agreement that today you would like to cancel your current benefits with Innovative Staff Solutions, correct?

Speaker speaker\_1: Just the medical part of it.

Speaker speaker\_0: Okay. So you want me to just cancel the medical and then keep the dental, the vision, the life insurance and the group accident?

Speaker speaker\_1: Um, keep the life insurance, the medi- the, the dental and the vision.

Speaker speaker\_0: All right, so just leave dental, vision and life insurance, right, those three?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, so with just those three, you're gonna be deducted \$7.33 per paycheck.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you authorize Innovative Staff Solutions to make that new deduction?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So it should take one to two weeks for you to reflect the change on your paycheck, from the 25.48 to the 7.33.

Speaker speaker\_1: Okay, sounds good. Thank you.

Speaker speaker\_0: Of course. Was there anything else I can assist you with today?

Speaker speaker\_1: No, ma'am. You have a good day.

Speaker speaker\_0: Thank you. You too have a great day.