

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca of Benefits in a Car, calling on behalf of Search Staffing to speak with Mr. Jonathan Kosher. Yes, this is me. Is this... is this the insurance people? Yes, sir. I was just... I just wanted to let you guys know I didn't want the insurance. Yes, sir. I was calling because they already processed the enrollment. Um, so I was gonna just get a verbal approval from you to process a cancellation for you. Yes, I just want... Yes, cancel that please. So did... What did... Did you guys take that out of my check this week? So to your paycheck, only your staffing company does. It does show that we received payment for this week. I wouldn't be able to tell you whether or not this paycheck that you got this week has a deduction because we don't receive them till Monday. And there's no way we can get that refunded, huh? Unfortunately, no. Because Search Staffing was the one who enrolled you per their company policy about enrollment with new hires. Okay. Yes. If you could just cancel that for me, that'd be great. Of course. I went ahead and put in the request. Cancellations do take seven to ten business days to process because it has to process through more than one system. So you might see one or two more deductions, but it should not be through- How much... how much is this? It is \$15.16 per paycheck being deducted. 15? Yes, sir. 15.16. Okay. All right, that's fine. But yeah, we'll just cancel it anyway. Yes, sir. I put in the request for you, so you are all set. Okay, thank you so much. Of course, my pleasure. Thank you for taking my call. Have a great day. Yeah, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca of Benefits in a Car, calling on behalf of Search Staffing to speak with Mr. Jonathan Kosher.

Speaker speaker_2: Yes, this is me. Is this... is this the insurance people?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I was just... I just wanted to let you guys know I didn't want the insurance.

Speaker speaker_1: Yes, sir. I was calling because they already processed the enrollment. Um, so I was gonna just get a verbal approval from you to process a cancellation for you.

Speaker speaker_2: Yes, I just want... Yes, cancel that please. So did... What did... Did you guys take that out of my check this week?

Speaker speaker_1: So to your paycheck, only your staffing company does. It does show that we received payment for this week. I wouldn't be able to tell you whether or not this paycheck that you got this week has a deduction because we don't receive them till Monday.

Speaker speaker_2: And there's no way we can get that refunded, huh?

Speaker speaker_1: Unfortunately, no. Because Search Staffing was the one who enrolled you per their company policy about enrollment with new hires.

Speaker speaker_2: Okay. Yes. If you could just cancel that for me, that'd be great.

Speaker speaker_1: Of course. I went ahead and put in the request. Cancellations do take seven to ten business days to process because it has to process through more than one system. So you might see one or two more deductions, but it should not be through-

Speaker speaker_2: How much... how much is this?

Speaker speaker_1: It is \$15.16 per paycheck being deducted.

Speaker speaker_2: 15?

Speaker speaker_1: Yes, sir. 15.16.

Speaker speaker_2: Okay. All right, that's fine. But yeah, we'll just cancel it anyway.

Speaker speaker_1: Yes, sir. I put in the request for you, so you are all set.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: Of course, my pleasure. Thank you for taking my call. Have a great day.

Speaker speaker_2: Yeah, bye.

Speaker speaker_1: Bye-bye.