

## Transcript: Francesca

**Baez-6505139158859776-5850007530323968**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 O'Clock, my name is Francesca. How can I assist you? Yes, my name is Lori, L-O-R-I Mullinix, M-U-L-L-I-N-I-X. Um, I'm working through WorkSmart Staffing on a temporary assignment on the job. Um, after 30 days they offer this insurance, but I have insurance and this is only a temporary position. And even if I was to get hired by another company, they're with someone different. Um, after 30 days they automatically start, um, drafting money out of my account and give us this insurance even though I didn't tell them I needed it, I never signed up for it or anything. I got a card in the mail, that's the only way I knew that I even had insurance with y'all because I didn't check my bank, you know, my, um, check stuff. So they've been drafting it out for like a month. I know I've made three, maybe four payments to y'all. But I want to cancel this because I have insurance and it's only a temporary position, like, you know, 1,000 hours and then it's done. So, it's futile for me to even have the insurance with y'all when I have insurance. Okay. What is the account? Um, okay. So I have the card here, what would the account number be, though? No, ma'am. I didn't ask for an account number, I asked for the last four of your social. Okay. We're not the actual carrier, we're just an account administrator. Oh, okay. So our system works differently. Okay. The last four of my social is 2484. For security purposes, please verify your mailing address and date of birth. It's 211 Parish View Drive, Greenville, South Carolina 29609. And then my date of birth is March the 9th, 1973. We have the best phone number to reach you down as 864-883-8625. Yes, ma'am. Can I have your email down as your first and last name number one at gmail.com? Yes. And for the purpose of the line being recorded, you said that you would like to cancel the current benefits with WorkSmart, correct? Yes. You have put in the correct, we have put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process through. There is a small possibility- Okay, ... go ahead and talk. ... you could experience a one to two- One to two what? One to two more deductions while the income ... Well, see, I'm not okay with that because they've already deducted three or four weeks already. That's not cool. And this is not even a policy that I signed up for. I never gave anybody any... I mean, I'm, I'm, I don't ... all these deductions out of my check for insurance I'm not going to use that I don't need. I understand ma'am. And then- ... I was just about to get to that portion of your question. ... listen. I'm sorry? Ma'am, what did you say? Yes, ma'am. I didn't hear what you said. Hello. Can you repeat it one more time? I said that- Can you hear me? ... I'm not okay with that for... You know... Yes, can you hear me? I have Bluetooth in, I'm working. Um- Yes. ... that's not okay for me to get, to get two more, um, two more weeks of deductions when I've already had three or four weeks of deductions for a policy I never signed up for, I never asked for. I have insurance. I have insurance that I pay. Yes. So for me to continue to pay, to be... I'm not okay with two more

weeks of deductions for insurance I do not want. I do understand your frustration with this issue, ma'am. So the first question that I would like to go ahead and answer is why you were enrolled. WorkSmart has a company policy where they're... Okay. ... enrolling new hires into that medical preventative care plan that you're currently enrolled into. That's the reason why the enrollment was processed. Now, due to the fact that we're just an administrator- Okay. ... there is more than one system including ours that your pro- cancellation has to be processed through. It has to be processed in our system, on the carrier system and on your staffing company system. So for all of those systems to receive that order and process it, the fastest they could do it is within one week which is those seven days. The longest they could do it would be 10- If you understand my frustration. You under-... Do you understand my frustration? I know it's not your fault but that I'm... They automatically enrolled me for something I did not ask for. I, I, I gave them no, no, um, no go-ahead to do that. Um, and when I went, you know, when I got the job and went through all their paperwork, I'd never seen anything like that. I never would ever pay anything like that. And now I've been billed for like a month and I'm still gonna have to pay two more weeks b- or a week. But thank you. I, uh, appreciate you. So it has been put through that it's gonna be canceled, right? Yes, ma'am. I already put in for the cancellations to start its process. Okay. Well, thank you. Have a good day. Thank you, you too.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits 10 O'Clock, my name is Francesca. How can I assist you?

Speaker speaker\_2: Yes, my name is Lori, L-O-R-I Mullinix, M-U-L-L-I-N-I-X. Um, I'm working through WorkSmart Staffing on a temporary assignment on the job. Um, after 30 days they offer this insurance, but I have insurance and this is only a temporary position. And even if I was to get hired by another company, they're with someone different. Um, after 30 days they automatically start, um, drafting money out of my account and give us this insurance even though I didn't tell them I needed it, I never signed up for it or anything. I got a card in the mail, that's the only way I knew that I even had insurance with y'all because I didn't check my bank, you know, my, um, check stuff. So they've been drafting it out for like a month. I know I've made three, maybe four payments to y'all. But I want to cancel this because I have insurance and it's only a temporary position, like, you know, 1,000 hours and then it's done. So, it's futile for me to even have the insurance with y'all when I have insurance.

Speaker speaker\_1: Okay. What is the account?

Speaker speaker\_2: Um, okay. So I have the card here, what would the account number be, though?

Speaker speaker\_1: No, ma'am. I didn't ask for an account number, I asked for the last four of your social.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We're not the actual carrier, we're just an account administrator.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So our system works differently.

Speaker speaker\_2: Okay. The last four of my social is 2484.

Speaker speaker\_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker\_2: It's 211 Parish View Drive, Greenville, South Carolina 29609. And then my date of birth is March the 9th, 1973.

Speaker speaker\_1: We have the best phone number to reach you down as 864-883-8625.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your email down as your first and last name number one at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And for the purpose of the line being recorded, you said that you would like to cancel the current benefits with WorkSmart, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You have put in the correct, we have put in the request for the cancellation. Please keep in mind that cancellations take seven to ten business days to process through. There is a small possibility-

Speaker speaker\_2: Okay, ...

Speaker speaker\_3: go ahead and talk.

Speaker speaker\_1: ... you could experience a one to two-

Speaker speaker\_2: One to two what?

Speaker speaker\_1: One to two more deductions while the income ...

Speaker speaker\_2: Well, see, I'm not okay with that because they've already deducted three or four weeks already. That's not cool. And this is not even a policy that I signed up for. I never gave anybody any... I mean, I'm, I'm, I don't ... all these deductions out of my check for insurance I'm not going to use that I don't need.

Speaker speaker\_1: I understand ma'am.

Speaker speaker\_2: And then-

Speaker speaker\_1: ... I was just about to get to that portion of your question.

Speaker speaker\_2: ... .. listen.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Ma'am, what did you say?

Speaker speaker\_1: Yes, ma'am. I didn't hear what you said.

Speaker speaker\_2: Hello.

Speaker speaker\_1: Can you repeat it one more time?

Speaker speaker\_2: I said that-

Speaker speaker\_1: Can you hear me?

Speaker speaker\_2: ... I'm not okay with that for... You know... Yes, can you hear me? I have Bluetooth in, I'm working. Um-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... that's not okay for me to get, to get two more, um, two more weeks of deductions when I've already had three or four weeks of deductions for a policy I never signed up for, I never asked for. I have insurance. I have insurance that I pay.

Speaker speaker\_1: Yes.

Speaker speaker\_2: So for me to continue to pay, to be... I'm not okay with two more weeks of deductions for insurance I do not want.

Speaker speaker\_1: I do understand your frustration with this issue, ma'am. So the first question that I would like to go ahead and answer is why you were enrolled. WorkSmart has a company policy where they're...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... enrolling new hires into that medical preventative care plan that you're currently enrolled into. That's the reason why the enrollment was processed. Now, due to the fact that we're just an administrator-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... there is more than one system including ours that your pro-cancellation has to be processed through. It has to be processed in our system, on the carrier system and on your staffing company system. So for all of those systems to receive that order and process it, the fastest they could do it is within one week which is those seven days. The longest they could do it would be 10-

Speaker speaker\_2: If you understand my frustration. You under-... Do you understand my frustration? I know it's not your fault but that I'm... They automatically enrolled me for something I did not ask for. I, I, I gave them no, no, um, no go-ahead to do that. Um, and when I went, you know, when I got the job and went through all their paperwork, I'd never seen anything like that. I never would ever pay anything like that. And now I've been billed for

like a month and I'm still gonna have to pay two more weeks b- or a week. But thank you. I, uh, appreciate you. So it has been put through that it's gonna be canceled, right?

Speaker speaker\_1: Yes, ma'am. I already put in for the cancellations to start its process.

Speaker speaker\_2: Okay. Well, thank you. Have a good day.

Speaker speaker\_1: Thank you, you too.