

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 10 O'Clock. My name is Frankie. How can I assist you today? Hi, I was calling because, um, I w- I wa-- I am being charged, I believe, for medical insurance, I think. I don't know. Something is coming out my check and I, um, didn't elect to have insurance with you guys. Well, with Integrity. So you want to see if there is an insurance on your own and, if there is, you want to cancel it. Correct? Yes. Okay. What staffing company do you work with? Um, Integrity. Can I have the last four of your Social and the last name? The last four are 1809. My name is Tihya Dickson. All right. To make sure that I have located the right account, could you verify your mailing address for me and your date of birth, please? Mm-hmm. 8129 South Paxton Avenue, 1978. Can I have your best contact, 312-380-1702? Yes. Your email, we have it down as your first name. Last Name at gmail.com? Yes. Oh, I see what happened. So your staffing company has a company policy of auto-enrolling their new members into a medical preventative care plan, which is what that deduction you're seeing is. That's why you were enrolled into it without remembering requesting insurance with them. But I can go ahead and cancel it for you. Yes, can you please? Thank you. Of course. And then I just need the verbal disclosure that today you would like to cancel ■■■ integrity trade services. Correct? Yes. So I went ahead and put in the request for the cancellation. Our cancellations do take roughly seven to 10 business days to process through, so you might see one to two more deductions while it's being completed. Okay. Um, th- I don't think this is right. They should've informed me that they were gonna automatically enroll me in something. But I'll just... I'll take that up with them. Understood. I apologize for those inconveniences. Mm-hmm. Have a wonderful rest of your day. Thank you. You too. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 O'Clock. My name is Frankie. How can I assist you today?

Speaker speaker_1: Hi, I was calling because, um, I w- I wa-- I am being charged, I believe, for medical insurance, I think. I don't know. Something is coming out my check and I, um, didn't elect to have insurance with you guys. Well, with Integrity.

Speaker speaker_0: So you want to see if there is an insurance on your own and, if there is, you want to cancel it. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, Integrity.

Speaker speaker_0: Can I have the last four of your Social and the last name?

Speaker speaker_1: The last four are 1809. My name is Tihya Dickson.

Speaker speaker_0: All right. To make sure that I have located the right account, could you verify your mailing address for me and your date of birth, please?

Speaker speaker_1: Mm-hmm. 8129 South Paxton Avenue, 1978.

Speaker speaker_0: Can I have your best contact, 312-380-1702?

Speaker speaker_1: Yes.

Speaker speaker_0: Your email, we have it down as your first name. Last Name at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, I see what happened. So your staffing company has a company policy of auto-enrolling their new members into a medical preventative care plan, which is what that deduction you're seeing is. That's why you were enrolled into it without remembering requesting insurance with them. But I can go ahead and cancel it for you.

Speaker speaker_1: Yes, can you please? Thank you.

Speaker speaker_0: Of course. And then I just need the verbal disclosure that today you would like to cancel ■■■ integrity trade services. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: So I went ahead and put in the request for the cancellation. Our cancellations do take roughly seven to 10 business days to process through, so you might see one to two more deductions while it's being completed.

Speaker speaker_1: Okay. Um, th- I don't think this is right. They should've informed me that they were gonna automatically enroll me in something. But I'll just... I'll take that up with them.

Speaker speaker_0: Understood. I apologize for those inconveniences.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Have a wonderful rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: You're welcome.