

Transcript: Justin

Mills-4656176135454720-6434043856994304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, my name is Maurice, and I was calling to see, uh, uh, with my benefits, I was thinking is there a way I can cancel it for right now, and whenever I'm ready I can, I can, um, sign back up? Yeah, let me check on that for you. What's the staffing agency you work for? Uh, for Carlton. Carlton. And the last four of your social? Carlton Staffing. Um, last four of my social is 4314. And for security purposes, can you verify your home address, including city, state and zip code, Maurice? 1320 Homer, Homer Street, um, zip code 77091. And your date of birth? March 28, 1995. And a good cell phone number. I have a 713-474-4145. Yeah, that's my number. And the email I have is amichelle0714@gmail.com. Uh, it's dantegreen@gmail.com. Okay. Well, okay. So let's see here. So I do know that Carlton Staffing is in the company open enrollment period up until February 1st, so you do have up until February 1st to make that final decision. Um, however, I'll go ahead and cancel the coverage for you, but I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Maurice? Okay. Okay. Is there anything else I could help you out with today? Yes. I was thinking, um, when y'all was doing the deduction out of my check, how... 'Cause I really, I'm waiting for my agency to get with me, 'cause if there's no way I can see my, uh, my check, so I was trying to see how much do y'all be taking out weekly? Um, so that automatic enrollment that Carlton Staffing did was \$16.05 per week. Oh, okay. Okay. All righty. And whenever, um, I get ready to enroll back in, I'm, I'm gonna give you guys a call back. Okay, that should be fine. Is there anything else I can help you out with today, Maurice? No, that's all. Awesome. Well, you have a wonderful day, okay? All righty. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, my name is Maurice, and I was calling to see, uh, uh, with my benefits, I was thinking is there a way I can cancel it for right now, and whenever I'm ready I can, I can, um, sign back up?

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, for Carlton. Carlton.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Carlton Staffing. Um, last four of my social is 4314.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Maurice?

Speaker speaker_2: 1320 Homer, Homer Street, um, zip code 77091.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 28, 1995.

Speaker speaker_1: And a good cell phone number. I have a 713-474-4145.

Speaker speaker_2: Yeah, that's my number.

Speaker speaker_1: And the email I have is amichelle0714@gmail.com.

Speaker speaker_2: Uh, it's dantegreen@gmail.com.

Speaker speaker_1: Okay. Well, okay. So let's see here. So I do know that Carlton Staffing is in the company open enrollment period up until February 1st, so you do have up until February 1st to make that final decision. Um, however, I'll go ahead and cancel the coverage for you, but I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Maurice?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_2: Yes. I was thinking, um, when y'all was doing the deduction out of my check, how... 'Cause I really, I'm waiting for my agency to get with me, 'cause if there's no way I can see my, uh, my check, so I was trying to see how much do y'all be taking out weekly?

Speaker speaker_1: Um, so that automatic enrollment that Carlton Staffing did was \$16.05 per week.

Speaker speaker_2: Oh, okay. Okay. All righty. And whenever, um, I get ready to enroll back in, I'm, I'm gonna give you guys a call back.

Speaker speaker_1: Okay, that should be fine. Is there anything else I can help you out with today, Maurice?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: All righty.

Speaker speaker_1: All right, bye-bye.