

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Incentives. This is Justin. How can I help you today? Hi, Justin. This is Clara. I was calling 'cause I have two employees that would like to cancel their insurance. Um, they do not speak a lick of English. They speak, uh, Wolof, um, which is not very translatable. Um, so, they did express with the translator that does speak, um, Wolof and English that they would like to end their insurance. So, I'm trying to help them out with that today, since they are at work right now. Okay. Um, what's the staffing agency they work for? Uh, Surge. Surge. Okay. And the last four of the first employee? Um, four, nine, five, zero. And their first and last name? Amadou Diallo. Diallo. Okay. And can you verify his home address, including city, state and zip code? Mm-hmm. Um, let's see. It is 504 Johnston Road, or Drive, Sydney, Ohio 45365. And his date of birth? Um... Okay. His date of birth is, uh, 10/10/1994. And a good telephone number to have for him is 759-8560? Yes. And the email I have is amadou_diallo94@gmail? Yes. Okay. Um, so I'll go ahead and process the cancellation. Uh, cancellations take one to two weeks to go through, so it is possible for him to experience one or two more final payroll deductions, but after that, he should be officially canceled. And, uh, bear with me while I notate his file. Oh, nope, you're totally fine. And the second member? Um, the second one is 2836 Haruna Sow. What was the first and last name again? I'm sorry. Haruna Sow. S-O-W. Okay. And verify their home address, including city, state and zip code. Uh, 619... Oh, do you, do you not need the address? You just need Sydney 45365, right? No, the home address, including city, state and zip code. Oh, okay. Uh, 619 1 1/2 South Main, uh, Sydney, Ohio 45365. And her date of birth? It is, uh, 1/1/1995. Good. Telephone number is 407-6038? Yes. And the email I have is soh34197@gmail? Yes. Okay. So it looks like they have a pending enrollment, which I'll go ahead and cancel, um, which no deductions will come off of their check. Okay. Um, but is there anything else I could assist you with today? Um, that is all. Awesome. Well, you have a wonderful day, okay? You as well. Thank you so much. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incentives. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Clara. I was calling 'cause I have two employees that would like to cancel their insurance. Um, they do not speak a lick of English. They speak, uh, Wolof, um, which is not very translatable. Um, so, they did express with the translator that does speak, um, Wolof and English that they would like to end their insurance. So, I'm trying

to help them out with that today, since they are at work right now.

Speaker speaker_0: Okay. Um, what's the staffing agency they work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Surge. Okay. And the last four of the first employee?

Speaker speaker_1: Um, four, nine, five, zero.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Amadou Diallo.

Speaker speaker_0: Diallo. Okay. And can you verify his home address, including city, state and zip code?

Speaker speaker_1: Mm-hmm. Um, let's see. It is 504 Johnston Road, or Drive, Sydney, Ohio 45365.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: Um... Okay. His date of birth is, uh, 10/10/1994.

Speaker speaker_0: And a good telephone number to have for him is 759-8560?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is amadou_diallo94@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I'll go ahead and process the cancellation. Uh, cancellations take one to two weeks to go through, so it is possible for him to experience one or two more final payroll deductions, but after that, he should be officially canceled. And, uh, bear with me while I notate his file.

Speaker speaker_1: Oh, nope, you're totally fine.

Speaker speaker_0: And the second member?

Speaker speaker_1: Um, the second one is 2836 Haruna Sow.

Speaker speaker_0: What was the first and last name again? I'm sorry.

Speaker speaker_1: Haruna Sow. S-O-W.

Speaker speaker_0: Okay. And verify their home address, including city, state and zip code.

Speaker speaker_1: Uh, 619... Oh, do you, do you not need the address? You just need Sydney 45365, right?

Speaker speaker_0: No, the home address, including city, state and zip code.

Speaker speaker_1: Oh, okay. Uh, 619 1 1/2 South Main, uh, Sydney, Ohio 45365.

Speaker speaker_0: And her date of birth?

Speaker speaker_1: It is, uh, 1/1/1995.

Speaker speaker_0: Good. Telephone number is 407-6038?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is soh34197@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like they have a pending enrollment, which I'll go ahead and cancel, um, which no deductions will come off of their check.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but is there anything else I could assist you with today?

Speaker speaker_1: Um, that is all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You as well. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.