

Transcript: Justin

Mills-5914529078886400-6225522845728768

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yeah. Now, I don't know if you're the same place I called, but, um, uh, they've been taking insurance, I mean healthcare out of my, my checks for SRVS. And I want, I want them to give me my money back because I didn't okay for them to take insurance out. She gave me this number, but I don't know if this is the same number I called Friday. But, um- Okay. Let me try building your file and see what's going on. So Surge Staffing, what's the last four of your Social? Um, 1572. And your first and last name? Kimberly Justice. K-I-M- And for security purposes... And for security purposes, could you verify your home address, including city, state and zip code, Kimberly? 970 Kingsbury Court, North Ohio. 43055. And your date of birth? 3/13/1966. And a good telephone number have a 740-814-4132? Yeah. And the email have is kimberlyjustice83 at gmail? Yeah. Okay. So looking at the file, looks like you have been opted out. Um. No deductions- Yeah, I told them that. ... have been coming off your paycheck. I know, and I told them that. And they, they said, uh, well... Uh, they gave me your number and I said, "I opted out a long time ago," and I said, "You guys have been taking the money out of my check." They only took like- Okay. ... 100 and something dollars, but 1966. Okay. So like I said- I want to know

Conversation Format

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

Speaker speaker_1: Yeah. Now, I don't know if you're the same place I called, but, um, uh, they've been taking insurance, I mean healthcare out of my, my checks for SRVS. And I want, I want them to give me my money back because I didn't okay for them to take insurance out. She gave me this number, but I don't know if this is the same number I called Friday. But, um-

Speaker speaker_0: Okay. Let me try building your file and see what's going on. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: Um, 1572.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kimberly Justice. K-I-M-

Speaker speaker_0: And for security purposes... And for security purposes, could you verify your home address, including city, state and zip code, Kimberly?

Speaker speaker_1: 970 Kingsbury Court, North Ohio. 43055.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/13/1966.

Speaker speaker_0: And a good telephone number have a 740-814-4132?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email have is kimberlyjustice83 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So looking at the file, looks like you have been opted out. Um. No deductions-

Speaker speaker_1: Yeah, I told them that.

Speaker speaker_0: ... have been coming off your paycheck.

Speaker speaker_1: I know, and I told them that. And they, they said, uh, well... Uh, they gave me your number and I said, "I opted out a long time ago," and I said, "You guys have been taking the money out of my check." They only took like-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 100 and something dollars, but 1966.

Speaker speaker_0: Okay. So like I said-

Speaker speaker_1: I want to know