

## **Transcript: Justin**

**Mills-6265833793568768-5209296098607104**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, sir. Uh, I was working through Integrity for Emotiv, and I said that I didn't want the insurance through y'all, or through them, and y'all, s- they still took it out. I need to see what I need to do to get that back. Okay. Um, so Integrity, what's the last four of your Social? 9065. And your first and last name? Larry Reid, R-E-I-D. And for security purposes, can you verify your home address, including city, state and zip code, Larry? 1040 Avondale Court, Jacksonville, Indiana 47130. And your date of birth? 4/19/1976. And a good telephone number I have is 786-1951? Yes. And the email I have is frustyr, or frustyr76 at gmail? Yes. Okay. Um, so looking at the file, I do know that Integrity Trade Services automatically enrolls their new hires into the medical plan usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of the benefit. However, checking your file, I'm not seeing where you did call to opt out of it, so they went ahead and enrolled you into it anyways. I mean, I can cancel the coverage for you. I just wanna 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. Oh, well, my, my job ended with 'em. Okay. Well, since it ended, unfortunately, I mean, it's policy, one to two weeks of cancellation process. So, I had to, I had to say it, "Company policy." But, I mean, I can go ahead and process the cancellation for you if need be. Yeah. Will I be able to get that money back? Um, unfortunately reimbursement isn't possible, um, since you've never called to opt out of it to begin with. If you- Nobody ever got me never to call till today. Uh, well, it should have been in your onboarding paperwork when you signed all your documents. No, I didn't see it. 'Cause the lady at the office helped me do it where she clear, clearly quit know for the insurance- I totally understand. I totally understand, but it's an acknowledgement and she should have informed you to call us specifically. No, she didn't. Okay. Well, I went ahead and processed the cancellation for you. Is there anything else I can help you out with today, Mr. Reid? No. Not that I can think of other than getting my money back.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes, sir. Uh, I was working through Integrity for Emotiv, and I said that I didn't want the insurance through y'all, or through them, and y'all, s- they still took it out. I need to see what I need to do to get that back.

Speaker speaker\_0: Okay. Um, so Integrity, what's the last four of your Social?

Speaker speaker\_1: 9065.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Larry Reid, R-E-I-D.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Larry?

Speaker speaker\_1: 1040 Avondale Court, Jacksonville, Indiana 47130.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 4/19/1976.

Speaker speaker\_0: And a good telephone number I have is 786-1951?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is frustyr, or frustyr76 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at the file, I do know that Integrity Trade Services automatically enrolls their new hires into the medical plan usually 30 days after their first paycheck, unless they give us at Benefits and a Card a call to opt out of the benefit. However, checking your file, I'm not seeing where you did call to opt out of it, so they went ahead and enrolled you into it anyways. I mean, I can cancel the coverage for you. I just wanna 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.

Speaker speaker\_1: Oh, well, my, my job ended with 'em.

Speaker speaker\_0: Okay. Well, since it ended, unfortunately, I mean, it's policy, one to two weeks of cancellation process. So, I had to, I had to say it, "Company policy." But, I mean, I can go ahead and process the cancellation for you if need be.

Speaker speaker\_1: Yeah. Will I be able to get that money back?

Speaker speaker\_0: Um, unfortunately reimbursement isn't possible, um, since you've never called to opt out of it to begin with. If you-

Speaker speaker\_1: Nobody ever got me never to call till today.

Speaker speaker\_0: Uh, well, it should have been in your onboarding paperwork when you signed all your documents.

Speaker speaker\_1: No, I didn't see it. 'Cause the lady at the office helped me do it where she clear, clearly quit know for the insurance-

Speaker speaker\_0: I totally understand. I totally understand, but it's an acknowledgement and she should have informed you to call us specifically.

Speaker speaker\_1: No, she didn't.

Speaker speaker\_0: Okay. Well, I went ahead and processed the cancellation for you. Is there anything else I can help you out with today, Mr. Reid?

Speaker speaker\_1: No. Not that I can think of other than getting my money back.