

Transcript: Justin

Mills-6391255062593536-5013150125309952

Full Transcript

... benefits on a card. This is Justin. How can I help you today? Yeah. Hi, Justin. Um, I just got my last check from, uh, Dorothy Staffing, and it shows you guys deducted some insurance things off my thing, off my paycheck. Okay. And I was just looking at it to see what it would be for couples, I am not a couple, and yet you're charging me. Okay. Um, so Dorothy Staffing, what's the last four of your social? Three, three, seven, two. And what was your last name, Laura? Laird, L-A-I-R-D. And for security purposes, could you verify your home address, including city, state and zip code? 1104 14th Avenue North, Unit 103, Wahpeton, North Dakota, 58075. And confirm your date of birth. 12/30/67. And a good telephone number has a 605-393-5629. Yep. And the email address is laura.laird100@gmail? Yes. Okay. Um, so checking the file, it looks like you're enrolled into employee-only coverage. Um, checking note history, I do see there was an outbound call to you on the 26th of February, where it was a CLM, where it was a coverage level mismatch, um, where you'd missing dependent information, so we just enrolled you into employee-only coverage. There shouldn't be any- You have no business doing that. You don't have a business enrolling me in anything without my permission. Well, you submitted a document back on February 25th. Yeah, for- for a partner and f- for two people, not for one. Okay, so we made a outbound call to you and we were unable to speak with you. Um, we left a voicemail- That's not my problem. ... so we enrolled you into employee-only coverage. Remove me from it and return my money. I'm not interested- I mean, I can cancel the coverage for you- I am not interested. ... but unfortunately, cancellations take one to two weeks to go through. So, there's that. The reimbursement isn't- You're not gonna charge me for another two fucking weeks. I will get a lawyer. If you don't speak that language one more time, I will disconnect this call. Fine then, I'll get a lawyer. Okay. Is there anything else I can help you out with today, Laura? Return my money and cancel the insurance, and I do not want any more taken out of my check. Well, unfortunately, reimbursement isn't possible, but like I said, cancellations take one to two weeks to go through, so there is that. Yeah, and you're not gonna charge me for this one or two weeks. Cancellations- Um, unfortunately- ... is cancellations. You can't continue to take money. Oh, that's now how it works, it's policy. Unfortunately, cancellations take one to two weeks to go through. All right. Cancel it, and I'm getting a lawyer. All right. Cancellations take one to two weeks to go through, so there you go, one to two weeks- I heard you the first three times. I'm just doing my job, ma'am. Is there anything else I can help you out with today? No. Cancel the insurance. Awesome. Have a wonderful day.

Conversation Format

Speaker speaker_0: ... benefits on a card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. Hi, Justin. Um, I just got my last check from, uh, Dorothy Staffing, and it shows you guys deducted some insurance things off my thing, off my paycheck.

Speaker speaker_0: Okay.

Speaker speaker_1: And I was just looking at it to see what it would be for couples, I am not a couple, and yet you're charging me.

Speaker speaker_0: Okay. Um, so Dorothy Staffing, what's the last four of your social?

Speaker speaker_1: Three, three, seven, two.

Speaker speaker_0: And what was your last name, Laura?

Speaker speaker_1: Laird, L-A-I-R-D.

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

Speaker speaker_1: 1104 14th Avenue North, Unit 103, Wahpeton, North Dakota, 58075.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 12/30/67.

Speaker speaker_0: And a good telephone number has a 605-393-5629.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email address is laura.laird100@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so checking the file, it looks like you're enrolled into employee-only coverage. Um, checking note history, I do see there was an outbound call to you on the 26th of February, where it was a CLM, where it was a coverage level mismatch, um, where you'd missing dependent information, so we just enrolled you into employee-only coverage. There shouldn't be any-

Speaker speaker_1: You have no business doing that. You don't have a business enrolling me in anything without my permission.

Speaker speaker_0: Well, you submitted a document back on February 25th.

Speaker speaker_1: Yeah, for- for a partner and f- for two people, not for one.

Speaker speaker_0: Okay, so we made a outbound call to you and we were unable to speak with you. Um, we left a voicemail-

Speaker speaker_1: That's not my problem.

Speaker speaker_0: ... so we enrolled you into employee-only coverage.

Speaker speaker_1: Remove me from it and return my money. I'm not interested-

Speaker speaker_0: I mean, I can cancel the coverage for you-

Speaker speaker_1: I am not interested.

Speaker speaker_0: ... but unfortunately, cancellations take one to two weeks to go through. So, there's that. The reimbursement isn't-

Speaker speaker_1: You're not gonna charge me for another two fucking weeks. I will get a lawyer.

Speaker speaker_0: If you don't speak that language one more time, I will disconnect this call.

Speaker speaker_1: Fine then, I'll get a lawyer.

Speaker speaker_0: Okay. Is there anything else I can help you out with today, Laura?

Speaker speaker_1: Return my money and cancel the insurance, and I do not want any more taken out of my check.

Speaker speaker_0: Well, unfortunately, reimbursement isn't possible, but like I said, cancellations take one to two weeks to go through, so there is that.

Speaker speaker_1: Yeah, and you're not gonna charge me for this one or two weeks. Cancellations-

Speaker speaker_0: Um, unfortunately-

Speaker speaker_1: ... is cancellations. You can't continue to take money.

Speaker speaker_0: Oh, that's now how it works, it's policy. Unfortunately, cancellations take one to two weeks to go through.

Speaker speaker_1: All right. Cancel it, and I'm getting a lawyer.

Speaker speaker_0: All right. Cancellations take one to two weeks to go through, so there you go, one to two weeks-

Speaker speaker_1: I heard you the first three times.

Speaker speaker_0: I'm just doing my job, ma'am. Is there anything else I can help you out with today?

Speaker speaker_1: No. Cancel the insurance.

Speaker speaker_0: Awesome. Have a wonderful day.