

Transcript: Justin

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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, I wa- I was working for a temp service and they told me to, um, if I opted out that I wouldn't... But y'all sent me a card so they... I don't know if I have y'all's insurance or not. What's the staffing agency you work for? It's Integrity Staffing. Last four of your Social? 0152. And what was your first and last name? Brandon Street, like the road Street. And for security purposes, can you verify your home address, including city, state and zip code, Brandon? 433 East Lee Street, Louisville, Kentucky, 40217. And your date of birth? 6/14/81. And your telephone number I have is 502-617-0906? Yes. And the email I have is bstreet1913@Yahoo? Yes. Okay, so yes, sir. So looking at the file, it looks like Integrity automatically enrolled you into their medical plan. Uh, did you want to cancel it or what? Yeah. Yeah, I want to cancel it. I didn't, I didn't want it. Okay. So I'll go ahead and cancel the coverage for you. However, 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, Brandon? Okay. All right, man. Thank you. You're welcome. You have a great day, all right? Yes. You too. 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, I wa- I was working for a temp service and they told me to, um, if I opted out that I wouldn't... But y'all sent me a card so they... I don't know if I have y'all's insurance or not.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: It's Integrity Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 0152.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Brandon Street, like the road Street.

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

Speaker speaker_2: 433 East Lee Street, Louisville, Kentucky, 40217.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 6/14/'81.

Speaker speaker_1: And your telephone number I have is 502-617-0906?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is bstreet1913@Yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so yes, sir. So looking at the file, it looks like Integrity automatically enrolled you into their medical plan. Uh, did you want to cancel it or what?

Speaker speaker_2: Yeah. Yeah, I want to cancel it. I didn't, I didn't want it.

Speaker speaker_1: Okay. So I'll go ahead and cancel the coverage for you. However, 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, Brandon?

Speaker speaker_2: Okay. All right, man. Thank you.

Speaker speaker_1: You're welcome. You have a great day, all right?

Speaker speaker_2: Yes. You too. All right.

Speaker speaker_1: Bye-bye.