

Transcript: Justin

Mills-6463523708518400-5705815812259840

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. Um, my name is Latoya Bethea and I was just a employee, um, working for Mega Force, and I was working at Marley's Engineering Plant in business field. Okay. This is my, this was my second week working, um, and I got my first paycheck Wednesday, this Wednesday past. Okay. And I had the medical insurance through Mega Force, and I see that it was deducted from my pay. I understand that, but they called me and terminated my services on yesterday, after I had got off work yesterday, so I didn't have to go back today. And, um, I was wondering, can I cancel my medical stuff so that stuff will not be coming out my check that go, that will come next week, but this week for the four days that I already worked? Because there's not no sense in me having it coming out my check if I'm not working there no more, and I not gonna be able to use it. Totally understand. Um, yeah, I can cancel the coverage for you. However, cancellations take one to two weeks to go through, so unfortunately there will be a deduction that does come off. But that does give you one to two weeks of extra coverage as well. So they're still gonna take it out my pay and I'm not using it? Not gonna be able to use it then? Well, you could still be able to use it, 'cause you're going to receive physical ID cards once you become active in the coverage. Um, but like I said, if we cancel the coverage, cancellations take one to two weeks to go through. So unfortunately, a deduction will come off that next paycheck. Oh. Oh, wow. Okay. Well, yeah, 'cause I would like to cancel, because I'm not working through Mega Force no more. They fired me, so. And- Okay. So let me pull up your file. So Mega Force, what's the last four of your social? 6433. And what was your last name, Latoya? Um, Bethea. Bethea, okay. And for security purposes, could you verify your home address, including city, state and zip code? Um, 1215 West 9th Street, Bennettsville, South Carolina, 29512. And your date of birth? September 18th, 1985. And a good telephone number I have is 862-0068. Yes, sir. And the email I have is toya.d-a-t-s-y-h-u.1738@gmail? Yes, sir. Okay. So like I said, I'll go ahead and cancel the coverage for you. However, 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, Latoya? Yes, sir. Awesome. Well, is there anything else I could assist you with today? Uh, no, thank you, sir. Awesome. Well, you have a wonderful weekend, okay? Yes, sir. You too, thank you. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, sir. Um, my name is Latoya Bethea and I was just a employee, um, working for Mega Force, and I was working at Marley's Engineering Plant in business field. Okay. This is my, this was my second week working, um, and I got my first paycheck Wednesday, this Wednesday past. Okay. And I had the medical insurance through Mega Force, and I see that it was deducted from my pay. I understand that, but they called me and terminated my services on yesterday, after I had got off work yesterday, so I didn't have to go back today. And, um, I was wondering, can I cancel my medical stuff so that stuff will not be coming out my check that go, that will come next week, but this week for the four days that I already worked? Because there's not no sense in me having it coming out my check if I'm not working there no more, and I not gonna be able to use it.

Speaker speaker_0: Totally understand. Um, yeah, I can cancel the coverage for you. However, cancellations take one to two weeks to go through, so unfortunately there will be a deduction that does come off. But that does give you one to two weeks of extra coverage as well.

Speaker speaker_1: So they're still gonna take it out my pay and I'm not using it? Not gonna be able to use it then?

Speaker speaker_0: Well, you could still be able to use it, 'cause you're going to receive physical ID cards once you become active in the coverage. Um, but like I said, if we cancel the coverage, cancellations take one to two weeks to go through. So unfortunately, a deduction will come off that next paycheck.

Speaker speaker_1: Oh. Oh, wow. Okay. Well, yeah, 'cause I would like to cancel, because I'm not working through Mega Force no more. They fired me, so. And-

Speaker speaker_0: Okay. So let me pull up your file. So Mega Force, what's the last four of your social?

Speaker speaker_1: 6433.

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

Speaker speaker_1: Um, Bethea.

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

Speaker speaker_1: Um, 1215 West 9th Street, Bennettsville, South Carolina, 29512.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: September 18th, 1985.

Speaker speaker_0: And a good telephone number I have is 862-0068.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is toya.d-a-t-s-y-h-u.1738@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So like I said, I'll go ahead and cancel the coverage for you. However, 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, Latoya?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, thank you, sir.

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

Speaker speaker_1: Yes, sir. You too, thank you.

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

Speaker speaker_1: Bye-bye.