

## **Transcript: Malcolm**

**Nash-5139950521335808-4710199348477952**

### **Full Transcript**

Hello, Mrs. Malcolm. How can I help you? Uh, yes, I wanted to, um, find out how I opt out of these benefits. What staffing company do you work for? I'm sorry? What staffing company do you work for? WorkSmart. What's the last four of your social? 6468. You said 6468? Uh-huh. First name? Kimberly. Last name? Per se. This is where I work with her, like, clown. For security purposes, can you verify your address and date of birth for me? My address is 11 Coachman Drive, Taylor, South Carolina 29687. My date of birth is 12/18/1958. Thank you. So, it looks like they already got you enrolled in the plan. Did you want to cancel it? Yes, I didn't even realize I signed up for it. I don't need it. I just got the card in the mail, and I was just- Ma'am, I don't want to... Look, I don't want to enroll you guys into it. You probably just need to decline it when you first got hired on. Okay. I got that canceled for you. Please be advised the cancellation process does take one to two weeks and it is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Will they refund me for the deductions that they take out? No, ma'am. So, I'm paying for coverage I don't want. I didn't realize I signed up for it because I have no need for it. And you keep my money. So, just to clarify, ma'am, we're not taking any money from you. We're a plan administrator. All we do is get you enrolled or unenrolled from WorkSmart and WorkSmart enrolls- Okay. I'll handle it. I don't want to enroll you guys. I'll handle it. Okay, thank you. I'll handle it with WorkSmart and the state. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello, Mrs. Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, I wanted to, um, find out how I opt out of these benefits.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: WorkSmart.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 6468.

Speaker speaker\_0: You said 6468?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: First name?

Speaker speaker\_1: Kimberly.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Per se.

Speaker speaker\_2: This is where I work with her, like, clown.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: My address is 11 Coachman Drive, Taylor, South Carolina 29687. My date of birth is 12/18/1958.

Speaker speaker\_0: Thank you. So, it looks like they already got you enrolled in the plan. Did you want to cancel it?

Speaker speaker\_1: Yes, I didn't even realize I signed up for it. I don't need it. I just got the card in the mail, and I was just-

Speaker speaker\_0: Ma'am, I don't want to... Look, I don't want to enroll you guys into it. You probably just need to decline it when you first got hired on.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I got that canceled for you. Please be advised the cancellation process does take one to two weeks and it is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Will they refund me for the deductions that they take out?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: So, I'm paying for coverage I don't want. I didn't realize I signed up for it because I have no need for it. And you keep my money.

Speaker speaker\_0: So, just to clarify, ma'am, we're not taking any money from you. We're a plan administrator. All we do is get you enrolled or unenrolled from WorkSmart and WorkSmart enrolls-

Speaker speaker\_1: Okay. I'll handle it.

Speaker speaker\_0: I don't want to enroll you guys.

Speaker speaker\_1: I'll handle it. Okay, thank you. I'll handle it with WorkSmart and the state. Thank you. Bye.