

Transcript: Malcolm

Nash-5479132954574848-5680742745980928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yeah, uh, I called, uh, my temp home office and they gave me this number. There's, uh, something pulling \$15.16 off my account every paycheck and- What staffing company are you with? ... I was trying to get it taken care of. Sir? What staffing company do you work for? Uh, Surge. Surge Staffing. Okay. So last four of your Social? 9035. First name? Jacob. Yes, ma'am. Last name? Herndon. All right. For security purposes, can you verify your address and date of birth for me? That should be 242 ... Falcon Drive, oh sh-... Forest Park, 30297. And date of birth? 11/19/87. Thank you. So yeah, your phone number 675-1514? That's my job coordinator's number. So- So is there another number for you? Um, my personal number is, uh, 353-1657. You said 353-1657? Yes, sir. And then your email is herdawn.jacob@outlook.com? At what? At outlook.com. Oh, uh, no, my email... I don't know what, uh, email address they had used when they had, uh, filled out my application. Um, my job coordinator did all that. My email address is JHerndon1342@gmail.com. Thank you. Right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see the bill within those two weeks, but after two weeks you shouldn't see anything else. Okay. Yeah, because I wasn't aware that at the time when my application was filled out, that there was a way to opt out of it. And then it just started taking it out a little over a month ago and I didn't know what it was. Yeah. I looked it up, it was some type of medic- medical insurance stuff. I didn't know how to get rid of it. Yes, sir. I got it canceled for you. Okay. Thank you, sir. You have a great day. You too, Mr. Jacob. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yeah, uh, I called, uh, my temp home office and they gave me this number. There's, uh, something pulling \$15.16 off my account every paycheck and-

Speaker speaker_1: What staffing company are you with?

Speaker speaker_2: ... I was trying to get it taken care of. Sir?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Surge. Surge Staffing.

Speaker speaker_1: Okay. So last four of your Social?

Speaker speaker_2: 9035.

Speaker speaker_1: First name?

Speaker speaker_2: Jacob. Yes, ma'am.

Speaker speaker_1: Last name?

Speaker speaker_2: Herndon.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: That should be 242 ... Falcon Drive, oh sh-... Forest Park, 30297.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 11/19/87.

Speaker speaker_1: Thank you. So yeah, your phone number 675-1514?

Speaker speaker_2: That's my job coordinator's number. So-

Speaker speaker_1: So is there another number for you?

Speaker speaker_2: Um, my personal number is, uh, 353-1657.

Speaker speaker_1: You said 353-1657?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And then your email is herdawn.jacob@outlook.com?

Speaker speaker_2: At what?

Speaker speaker_1: At outlook.com.

Speaker speaker_2: Oh, uh, no, my email... I don't know what, uh, email address they had used when they had, uh, filled out my application. Um, my job coordinator did all that. My email address is JHerndon1342@gmail.com.

Speaker speaker_1: Thank you. Right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see the bill within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_2: Okay. Yeah, because I wasn't aware that at the time when my application was filled out, that there was a way to opt out of it. And then it just started taking it out a little over a month ago and I didn't know what it was.

Speaker speaker_1: Yeah.

Speaker speaker_2: I looked it up, it was some type of medic- medical insurance stuff. I didn't know how to get rid of it.

Speaker speaker_1: Yes, sir. I got it canceled for you.

Speaker speaker_2: Okay. Thank you, sir. You have a great day.

Speaker speaker_1: You too, Mr. Jacob. Thank you.

Speaker speaker_2: Bye-bye.