

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits. This is Malcolm. How can I help you? Hi. Um, I, uh, had talked to my manager with Innovative Staff Solutions. She gave me you guys' number so that I can, um, fix my, fix my medical and my vision. It's taking way too much out of my checks 'cause I get paid weekly. And I work almost 40 hours a week, so I'm only getting like \$200 checks. I would just like to remove all my medical, vision, and my, uh, medical, vision, and my dental off of my insurance. 'Cause I already have insurance so I really don't need it and it's taking a lot of my check. All right. You said Innovative Staffing Solutions? What's the last four of your social? 4987. You said 4987? Yes, sir. First name? Alicia Johnson. A-L-I-C-I-A J-O-H-N-S-O-N. All right. For security purposes, can you verify your address and date of birth for me? Yes. 1627 East Carpenter, Fort 1395. I need a city state zip code as well. Springfield, Illinois 62702. Thank you. So we got your phone number, 217-381-7108. Yes, sir. And then your email is johnsonalicia3538@gmail.com? Yes, sir. Thank you. So you want to remove all your car- all your coverage? Yes. Okay. 'Cause I already having full coverage insurance. I have Medicare and Meridian already and I didn't realize that it was taking that much out of my, my checks until I started getting \$200 checks a week. I can't... I, I'm 30 years old. That, that's not, that's not gonna work. I understand. And because all that... All that's being taken out for insurance and stuff, and it's not necessary 'cause I already have it, so. Yes, ma'am. I understand. So, I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks. But after those two weeks, you shouldn't see any more deductions. Okay, thank you. No problem, Ms. Alicia. Was there anything else I can help you with today? No, sir. If there's nothing else, thanks for calling Benefits. Your number's in the card. Hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Um, I, uh, had talked to my manager with Innovative Staff Solutions. She gave me you guys' number so that I can, um, fix my, fix my medical and my vision. It's taking way too much out of my checks 'cause I get paid weekly. And I work almost 40 hours a week, so I'm only getting like \$200 checks. I would just like to remove all my medical, vision, and my, uh, medical, vision, and my dental off of my insurance. 'Cause I already have insurance so I really don't need it and it's taking a lot of my check.

Speaker speaker_0: All right. You said Innovative Staffing Solutions? What's the last four of your social?

Speaker speaker_1: 4987.

Speaker speaker_0: You said 4987?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Alicia Johnson. A-L-I-C-I-A J-O-H-N-S-O-N.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes. 1627 East Carpenter, Fort 1395.

Speaker speaker_0: I need a city state zip code as well.

Speaker speaker_1: Springfield, Illinois 62702.

Speaker speaker_0: Thank you. So we got your phone number, 217-381-7108.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And then your email is johnsonalicia3538@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So you want to remove all your car- all your coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I already having full coverage insurance. I have Medicare and Meridian already and I didn't realize that it was taking that much out of my, my checks until I started getting \$200 checks a week. I can't... I, I'm 30 years old. That, that's not, that's not gonna work.

Speaker speaker_0: I understand.

Speaker speaker_1: And because all that... All that's being taken out for insurance and stuff, and it's not necessary 'cause I already have it, so.

Speaker speaker_0: Yes, ma'am. I understand. So, I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks. But after those two weeks, you shouldn't see any more deductions.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Ms. Alicia. Was there anything else I can help you with today?

Speaker speaker_1: No, sir.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits. Your number's in the card. Hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.