

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Accords. This is Pamela speaking, how may I help you? Hey, I was calling to cancel all of my benefits. Who you work for, ma'am? ADP. May I have the last four digits of your Social, ma'am? 3318. First and last name. Kinds, K-I-N-D-S. When did you start working for them? You said when? Yes, ma'am. Um, the beginning of March. And you said the last four, you said 3318? 3318, yes, ma'am. For Martez Kinds. Mm-hmm. Uh, and the agency is ADT? ADP, yes, ma'am. That one, you can move it up cheaper. Oh, okay then. Because there's nothing showing up. Just bear with me. Can you please repeat your first and last name one more time? I'm sorry. Martez, M-A-R-T-E-Z-E. Last name Kinds, K-I-N-D-S. I don't... There's nothing coming up under your name, hold on. Just give me one more second. Ma'am, would you mind if we looked you up with your whole Social Security number? Because with the last four, nothing is coming up. Yes, ma'am. You ready for the hard one? Give me one second, let me get to that page. ADT... 42881... 3318. Go ahead. Oh, yeah. 42881- 3318. 3318. Yes, ma'am. 428813318. When you say you work for ADT? 'Cause I don't have any file. Yes. Um, the social place, they just pulled it up and they told us to give you a call, give you guys a call, so you guys can send them over a form, or something like that. You could cancel. Yes, ma'am. What's up with you? I ain't got in there. I got B- We should have a file due. Um, you say you have been enrolled in the benefits already? Yes, ma'am. Um, they've been taking, they've been taking money out of my check for the past... Well, since I've been working at the job, the third, my third check, they started taking over \$200 out. Over \$200? That's weird, 'cause the plans here, they do not go that high. Yes, ma'am. It was, it was like two... On the pay stub, it was like \$250. And it says from BIC? Do you know what- Yes, ma'am. So it's a- But since that place, she just pulled it up. So she says, um, like for dental, vision or, uh, medical? I think it was for all of them, the medical one. But I think it was... I know medical was one of them. All right, just bear with me. Let me clean up before, 'cause I can't find your file, just bear with me. Wait. Let me hear. Where is it? I can't find it. Okay, let's go over there. Hey. Put on the music. Ma'am. Hello. Ma'am. Yes, oh. I'm so sorry. I'm so sorry I make you wait this long, but I- I was finally able to- It's okay. ... find your file. So yeah, they have you with them for- Okay. ... Vision Medical and they charging you \$47.29. So I'm gonna go ahead and- and cancel the enrollment. Yes, ma'am. Okay, and okay, the total it says \$249.63 and it said- For one week? Um, yes, ma'am. Um, but then the rest of those charges are not from us because the total of your benefits, um- You said 47. ... it's 47.73. I see that. 29. Oh, 29. Okay, so can... Would you be able to send me what B... Okay, it said B... Well, you pulled up the file, right? You can see what I'm seeing? Yes, 47.29. Okay, so you know for the rest of them, can... Would you... Would you be able to send me where the rest... Okay. I would have to call the temp staff place? Yes. Okay. So you guys' are just the B-I-C-M-P-T-Y. BIC, yes. Okay, thank you. You say you cancel the... Yes, it takes though... It

does take one to two weeks for all changes to be processed and you- Yes, ma'am. ... might experience one or two deductions for the 47.29. So we don't have ac- access to your payroll, um, so I'm not sure it's going to be one or two, but just in case you see it, you'll be, you will know why. All right? Okay, thank you. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hey, I was calling to cancel all of my benefits.

Speaker speaker_0: Who you work for, ma'am?

Speaker speaker_2: ADP.

Speaker speaker_0: May I have the last four digits of your Social, ma'am?

Speaker speaker_2: 3318.

Speaker speaker_0: First and last name.

Speaker speaker_1: Kinds, K-I-N-D-S.

Speaker speaker_0: When did you start working for them?

Speaker speaker_1: You said when?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, the beginning of March.

Speaker speaker_0: And you said the last four, you said 3318?

Speaker speaker_1: 3318, yes, ma'am. For Martez Kinds.

Speaker speaker_0: Mm-hmm. Uh, and the agency is ADT?

Speaker speaker_1: ADP, yes, ma'am.

Speaker speaker_3: That one, you can move it up cheaper.

Speaker speaker_4: Oh, okay then.

Speaker speaker_0: Because there's nothing showing up. Just bear with me. Can you please repeat your first and last name one more time? I'm sorry.

Speaker speaker_1: Martez, M-A-R-T-E-Z-E. Last name Kinds, K-I-N-D-S.

Speaker speaker_0: I don't... There's nothing coming up under your name, hold on. Just give me one more second. Ma'am, would you mind if we looked you up with your whole Social

Security number? Because with the last four, nothing is coming up.

Speaker speaker_2: Yes, ma'am. You ready for the hard one?

Speaker speaker_0: Give me one second, let me get to that page. ADT...

Speaker speaker_2: 42881...

Speaker speaker_3: 3318.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: 42881-

Speaker speaker_3: 3318.

Speaker speaker_1: 3318. Yes, ma'am.

Speaker speaker_0: 428813318. When you say you work for ADT? 'Cause I don't have any file.

Speaker speaker_1: Yes. Um, the social place, they just pulled it up and they told us to give you a call, give you guys a call, so you guys can send them over a form, or something like that.

Speaker speaker_0: You could cancel.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: What's up with you? I ain't got in there. I got B-

Speaker speaker_0: We should have a file due. Um, you say you have been enrolled in the benefits already?

Speaker speaker_1: Yes, ma'am. Um, they've been taking, they've been taking money out of my check for the past... Well, since I've been working at the job, the third, my third check, they started taking over \$200 out.

Speaker speaker_0: Over \$200? That's weird, 'cause the plans here, they do not go that high.

Speaker speaker_1: Yes, ma'am. It was, it was like two... On the pay stub, it was like \$250.

Speaker speaker_0: And it says from BIC? Do you know what-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So it's a-

Speaker speaker_1: But since that place, she just pulled it up.

Speaker speaker_0: So she says, um, like for dental, vision or, uh, medical?

Speaker speaker_1: I think it was for all of them, the medical one. But I think it was... I know medical was one of them.

Speaker speaker_0: All right, just bear with me. Let me clean up before, 'cause I can't find your file, just bear with me.

Speaker speaker_5: Wait. Let me hear. Where is it? I can't find it. Okay, let's go over there. Hey. Put on the music.

Speaker speaker_0: Ma'am.

Speaker speaker_1: Hello.

Speaker speaker_0: Ma'am.

Speaker speaker_1: Yes, oh.

Speaker speaker_0: I'm so sorry. I'm so sorry I make you wait this long, but I- I was finally able to-

Speaker speaker_1: It's okay.

Speaker speaker_0: ... find your file. So yeah, they have you with them for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Vision Medical and they charging you \$47.29. So I'm gonna go ahead and- and cancel the enrollment.

Speaker speaker_1: Yes, ma'am. Okay, and okay, the total it says \$249.63 and it said-

Speaker speaker_0: For one week?

Speaker speaker_1: Um, yes, ma'am.

Speaker speaker_0: Um, but then the rest of those charges are not from us because the total of your benefits, um-

Speaker speaker_1: You said 47.

Speaker speaker_0: ... it's 47.73.

Speaker speaker_1: I see that.

Speaker speaker_0: 29.

Speaker speaker_1: Oh, 29. Okay, so can... Would you be able to send me what B... Okay, it said B... Well, you pulled up the file, right? You can see what I'm seeing?

Speaker speaker_0: Yes, 47.29.

Speaker speaker_1: Okay, so you know for the rest of them, can... Would you... Would you be able to send me where the rest... Okay. I would have to call the temp staff place?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So you guys' are just the B-I-C-M-P-T-Y.

Speaker speaker_0: BIC, yes.

Speaker speaker_1: Okay, thank you. You say you cancel the...

Speaker speaker_0: Yes, it takes though... It does take one to two weeks for all changes to be processed and you-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... might experience one or two deductions for the 47.29. So we don't have ac- access to your payroll, um, so I'm not sure it's going to be one or two, but just in case you see it, you'll be, you will know why. All right?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.