

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Calling Benefits and Accords. This is Pamela speaking. How may I help you? Hey, this is Faison. And, um, I would like to, uh, like, let you know, uh, let you guys know that, um, we had this, um, a deduction from our paycheck for, like, Medicare and, um, we ha- we have got our own in, uh, health insurance right now, so we would like to, like, opt out from the insurance. No problem. And who do you work for, sir? Uh, Resonent Clinical Solutions, also known as Avantor. Avantor? Yeah, Avantor. The name has actually changed. It's now Resonent. At the staffing agency? No, no. The staffing agency is Wagner. Okay. That's what I need. And the last four digits of your Social? My one is 4717 and I have my brother who- Uh, we need to do one at a time. Okay, yeah. My one is 4717. One, four... Can you repeat that for me please? It is 4717. And you say your first name is Faison and last name Hassan? Yes. Mr. Hassan, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. My, uh, uh, address, I have actually updated it, so you want the new address now? The one you think we have in the system. I mean, I have spoken to Wagner earlier. They have updated my address though. We... It doesn't update automatically. Oh, okay. Then it will be 2743 Pierce Brennan Court, Lawrenceville. Yep. And what's the zip code and the state? Oh, uh, the zip code is 30043 and the state is Georgia. Thank you. We do not have a telephone number on file. In case we need to contact, would you like to provide one? Yes, please. It's 470- Mm-hmm. 404- Yes. 4678. Thank you. We have a email on file which is number 10, your first last name @gmail.com. Yes. All right. So you already been auto-enrolled. What I could do is cancel the benefits. Yes, please. Okay. So the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay, but we- we will be receiving paycheck this Thursday, so it won't, like, count on that, right? Most likely, yes, because it... This week it's already processed. Oh, okay. The pay stuff is ready. Your paycheck, it's already processed. Okay. Um, let me... Okay. So we're canceling your... Is your brother with you? Yes. Yes. Okay. So I'm gonna need to speak to him now. Yeah. Yes, hello, hi. Hi. May I have the last four digits of the Social, sir? Yeah, it's 4434. And your first and last name? It's Arhan Hassam. Mr. Hassan, for security reasons and just to make sure we are in the correct file, I need to verify the address and date of birth. Yes. Uh, the address is 2743 Pierce Brennan Court, Lawrenceville, Georgia 30043 and my date of birth is October 20th, 2005. Thank you. Um, we do not have a phone number as well for you. Would you like to provide one? Yes. It's gonna be 470-314-3976. Okay. So, like I said to your brother, the cancellation process does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Okay, yeah, no problem. Is that... Is there anything else I could do for you guys? No, thank you. That's gonna be it. All right, thank you

for giving us a call. Have a great rest of the day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, this is Faison. And, um, I would like to, uh, like, let you know, uh, let you guys know that, um, we had this, um, a deduction from our paycheck for, like, Medicare and, um, we ha- we have got our own in, uh, health insurance right now, so we would like to, like, opt out from the insurance.

Speaker speaker_1: No problem. And who do you work for, sir?

Speaker speaker_2: Uh, Resonent Clinical Solutions, also known as Avantor.

Speaker speaker_1: Avantor?

Speaker speaker_2: Yeah, Avantor. The name has actually changed. It's now Resonent.

Speaker speaker_1: At the staffing agency?

Speaker speaker_2: No, no. The staffing agency is Wagner.

Speaker speaker_1: Okay. That's what I need. And the last four digits of your Social?

Speaker speaker_2: My one is 4717 and I have my brother who-

Speaker speaker_1: Uh, we need to do one at a time.

Speaker speaker_2: Okay, yeah. My one is 4717.

Speaker speaker_1: One, four... Can you repeat that for me please?

Speaker speaker_2: It is 4717.

Speaker speaker_1: And you say your first name is Faison and last name Hassan?

Speaker speaker_2: Yes.

Speaker speaker_1: Mr. Hassan, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_2: My, uh, uh, address, I have actually updated it, so you want the new address now?

Speaker speaker_1: The one you think we have in the system.

Speaker speaker_2: I mean, I have spoken to Wagner earlier. They have updated my address though.

Speaker speaker_1: We... It doesn't update automatically.

Speaker speaker_2: Oh, okay. Then it will be 2743 Pierce Brennan Court, Lawrenceville.

Speaker speaker_1: Yep. And what's the zip code and the state?

Speaker speaker_2: Oh, uh, the zip code is 30043 and the state is Georgia.

Speaker speaker_1: Thank you. We do not have a telephone number on file. In case we need to contact, would you like to provide one?

Speaker speaker_2: Yes, please. It's 470-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 404-

Speaker speaker_1: Yes.

Speaker speaker_2: 4678.

Speaker speaker_1: Thank you. We have a email on file which is number 10, your first last name @gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you already been auto-enrolled. What I could do is cancel the benefits.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. So the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Okay, but we- we will be receiving paycheck this Thursday, so it won't, like, count on that, right?

Speaker speaker_1: Most likely, yes, because it... This week it's already processed.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: The pay stuff is ready. Your paycheck, it's already processed.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let me... Okay. So we're canceling your... Is your brother with you?

Speaker speaker_2: Yes.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So I'm gonna need to speak to him now.

Speaker speaker_3: Yeah. Yes, hello, hi.

Speaker speaker_1: Hi. May I have the last four digits of the Social, sir?

Speaker speaker_3: Yeah, it's 4434.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: It's Arhan Hassam.

Speaker speaker_1: Mr. Hassan, for security reasons and just to make sure we are in the correct file, I need to verify the address and date of birth.

Speaker speaker_3: Yes. Uh, the address is 2743 Pierce Brennan Court, Lawrenceville, Georgia 30043 and my date of birth is October 20th, 2005.

Speaker speaker_1: Thank you. Um, we do not have a phone number as well for you. Would you like to provide one?

Speaker speaker_3: Yes. It's gonna be 470-314-3976.

Speaker speaker_1: Okay. So, like I said to your brother, the cancellation process does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled.

Speaker speaker_3: Okay, yeah, no problem.

Speaker speaker_1: Is that... Is there anything else I could do for you guys?

Speaker speaker_3: No, thank you. That's gonna be it.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_3: You too. Bye.

Speaker speaker_1: Bye.