

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center for our *f* family. How may I help you? Oh, hello. Um, I want to cancel, uh, not cancel but decline the insurance, because every time I... 'Cause I checked on my paychecks and I noticed that I'm getting the, um, getting taken like \$17 for insurance or healthcare. Who do you work for sir? Whatever. Who do you work for? Uh, for KWM Government. That's the name of the staffing agency? No, for the agency it's, uh, Integrity Trade Services. Integrity? Yeah, Integrity. May I have the last four digits of your Social? Yeah, it's, uh, 1676. First and last name, sir? Uh, Maurice Villalobos. Thank you. Mr. Villalobos, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 1422 North Main Street and October 20th, 2005. Can you tell me the city and state? Where are you located on that address? Uh, in Joliet. What's the state, sir, and the ZIP code? I need to make sure I have it correct on my end. Uh, Illinois and 60435. Thank you. And you say you want to cancel the benefits? Yeah, the benefits. All right. *f* Family processes the cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Yes, ma'am. Is there anything else I can do for you, sir? No, that's good. All right, thank you for giving us a call. Have a great rest of the day. Thank you, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center for our *f* family. How may I help you?

Speaker speaker_1: Oh, hello. Um, I want to cancel, uh, not cancel but decline the insurance, because every time I... 'Cause I checked on my paychecks and I noticed that I'm getting the, um, getting taken like \$17 for insurance or healthcare.

Speaker speaker_0: Who do you work for sir?

Speaker speaker_1: Whatever.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Uh, for KWM Government.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: No, for the agency it's, uh, Integrity Trade Services.

Speaker speaker_0: Integrity?

Speaker speaker_1: Yeah, Integrity.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: Yeah, it's, uh, 1676.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Uh, Maurice Villalobos.

Speaker speaker_0: Thank you. Mr. Villalobos, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Um, 1422 North Main Street and October 20th, 2005.

Speaker speaker_0: Can you tell me the city and state? Where are you located on that address?

Speaker speaker_1: Uh, in Joliet.

Speaker speaker_0: What's the state, sir, and the ZIP code? I need to make sure I have it correct on my end.

Speaker speaker_1: Uh, Illinois and 60435.

Speaker speaker_0: Thank you. And you say you want to cancel the benefits?

Speaker speaker_1: Yeah, the benefits.

Speaker speaker_0: All right. *f* Family processes the cancellation. It 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_1: Yes, ma'am.

Speaker speaker_0: Is there anything else I can do for you, sir?

Speaker speaker_1: No, that's good.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you, you too.