

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you? So, uh, I'm in Oklahoma. I have insurance through American Staffing with you guys. But my company just gave me insurance, so I need you guys to cancel it and quit taking it out of my check. All right. May I, may I have the last four digits of the social? 5066. 5066. And it's the American Staff Corp? American Staffing Corporation, something like that. Your first and last name? James Wagner. And when did you start working for them? October 8th. Okay. Mr. Wagner, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 1875 East Pine Street, Lot 15, Catoosa, Oklahoma 74015-11469. Thank you for the information. We have a telephone number on file, 980... I'm sorry. 918-863-5709. Yeah. And your email is 000 summary? What? I got- What? Yeah. Your email. Yeah, affirmation about- We have... Hmm, yeah. So you already been enrolled in the benefits, but I could do is to cancel it. Yeah. The cancellation process... Go ahead. The cancellation process does take seven to ten business... I'm sorry, no. It takes one to two weeks for all the benefits to be canceled, and you might experience one or two deductions before it's completely canceled. How convenient. Um. Cancel it. Well, when you got the job that, um... They gave you a time frame for you to decline it? No, they didn't even tell me they was gonna make me get insurance. They just started taking- Um. ... it out of my check. I understand. Well, we just follow the instructions when they send your file over, and this is not in here stating that you wanted to decline the benefits. Is there anything else I could do for you, sir? Just quit taking it out of my check. I already, uh, requested cancellation, sir. All righty. Thank you. All right. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-4. This is Pamela speaking. How may I help you?

Speaker speaker_2: So, uh, I'm in Oklahoma. I have insurance through American Staffing with you guys. But my company just gave me insurance, so I need you guys to cancel it and quit taking it out of my check.

Speaker speaker_1: All right. May I, may I have the last four digits of the social?

Speaker speaker_2: 5066.

Speaker speaker_1: 5066. And it's the American Staff Corp?

Speaker speaker_2: American Staffing Corporation, something like that.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: James Wagner.

Speaker speaker_1: And when did you start working for them?

Speaker speaker_2: October 8th.

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

Speaker speaker_2: 1875 East Pine Street, Lot 15, Catoosa, Oklahoma 74015-11469.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 980... I'm sorry. 918-863-5709.

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is 000 summary?

Speaker speaker_2: What?

Speaker speaker_1: I got-

Speaker speaker_2: What? Yeah.

Speaker speaker_1: Your email.

Speaker speaker_2: Yeah, affirmation about-

Speaker speaker_1: We have... Hmm, yeah. So you already been enrolled in the benefits, but I could do is to cancel it.

Speaker speaker_2: Yeah.

Speaker speaker_1: The cancellation process...

Speaker speaker_2: Go ahead.

Speaker speaker_1: The cancellation process does take seven to ten business... I'm sorry, no. It takes one to two weeks for all the benefits to be canceled, and you might experience one or two deductions before it's completely canceled.

Speaker speaker_2: How convenient.

Speaker speaker_1: Um.

Speaker speaker_2: Cancel it.

Speaker speaker_1: Well, when you got the job that, um... They gave you a time frame for you to decline it?

Speaker speaker_2: No, they didn't even tell me they was gonna make me get insurance. They just started taking-

Speaker speaker_1: Um.

Speaker speaker_2: ... it out of my check.

Speaker speaker_1: I understand. Well, we just follow the instructions when they send your file over, and this is not in here stating that you wanted to decline the benefits. Is there anything else I could do for you, sir?

Speaker speaker_2: Just quit taking it out of my check.

Speaker speaker_1: I already, uh, requested cancellation, sir.

Speaker speaker_2: All righty. Thank you.

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