

## Transcript: Pamela

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### Full Transcript

Thank you for calling Medical Center Card. This is Pamela speaking. How may I help you? My name Martino Simms. I'm a, um, employee over at Method Soap. I was calling, I was told to give this, this number a call so I can cancel, uh, uh, insurance that I'm being charged \$40 for. Okay. And what's the name of the staffing agency, sir? Um, Surge Staffing. The last four digits of your Social? Nine, two, one, seven. Your first and last name? Martino Simms. And you said it's Surge, right, the staffing agency? Yes. Give me one second. No problem. Uh... Ahem. All right. When did you start working for Surge? I'm sorry? You said the last four were nine-9117? Nine, two, one, seven. A two after nine. Oh, okay. All right. 92-17. And for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Yes. 435 Paxton Avenue, Calumet City, Illinois. January 14th, 1994. Thank you for the information. We have a telephone number also. Yeah. 708-973-9496. Yes, correct. All right. We don't have any enrollment for you here, sir. Okay. Um, how... It's an insurance that I'm being charged for this \$40 that they, that the temp service said that I automatically get from you guys or something. No. And I have to call so you guys could cancel it. Okay. So that's for the auto-enrollment, and it, they don't charge you \$40 something dollars. It's 16... Uh, \$15.16. I'm gonna go ahead and decline the auto-enrollment. That's where you need to- No, I'm looking at my pay stub, ma'am. I'm getting \$40 took out my check on insurance that I don't need. I already got insurance. And- It says... I'm looking, I'm looking at it. It says \$40. Okay. Why would I say some I don't know? Like... Okay. So this says BIC and what's the name of the plan? Yes. One second. He ain't even tell me I was gonna go through all this. He just said, "Call the number." I did not know I was gonna go through all this. This is crazy. Well, if I, I, if I don't see any enrollment, you know, I can't tell you that I'm gonna cancel something that we don't have. No, I hear what you're saying. I'm just, I'm just saying what I got instructions to get, and now I'm getting given a hard time, and that's crazy. And now I'm gonna keep getting charged \$40 for something I don't even use. The, the company name is... Hold on one second. Let me go back. It's, it says, "Portio- port- employee portion..." Wait. I don't even know which one is the name. Our name is, uh, BIC should say BIC and the name of the plan. If it's dental, vision, it should be breakdown that way. No, I understand what you're saying, ma'am. There's nothing not like... That's why I'm saying I'm not saying nothing you're saying. I'm just telling you what I was told. Like... Mm-hmm. See, I don't know why would he tell me to call this number and just say... 'Cause he never gave me no specific instructions. He just said, tell you all that I want to cancel an insurance that I'm being charged and I don't, I don't know. It says employee portion Medica- Medicare tax, Social Security tax, and federal single tax. So the Medicare or... Yeah, because he said- That's not- 'Cause he said it's a, um, it's a fee for insurance I'm being charged. That's the only reason why I'm trying to cancel it and call this number. And he said, like, "It's only if you wanna keep it, if you wanna keep it." If you

don't wanna keep it, I could call the number and tell them, like... 'Cause I have insurance already. That's the only reason why I don't wanna keep getting charged, you know? Okay. So when you started working for Surge, you get auto-enrolled, and maybe what they trying to say to tell you is to decline it now that you're already enrolled 'cause none, nothing that you mentioned is from us. They told me to call this number. I don't know. Like, this is... Okay, I'll just wait till tomorrow and go back to the office. This is insane. Like, this is crazy. No problem. I just told, I just told you. Ain't nothing for me to decline if he told me to give you a call. That don't even make any sense. Yeah. That's... How I would be able to create that, that don't, that do not make no sense. I understand. Okay, thank you. Thank you for giving us a call. Have a great rest of the day, sir. Y- you too. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Medical Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: My name Martino Simms. I'm a, um, employee over at Method Soap. I was calling, I was told to give this, this number a call so I can cancel, uh, uh, insurance that I'm being charged \$40 for.

Speaker speaker\_0: Okay. And what's the name of the staffing agency, sir?

Speaker speaker\_1: Um, Surge Staffing.

Speaker speaker\_0: The last four digits of your Social?

Speaker speaker\_1: Nine, two, one, seven.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Martino Simms.

Speaker speaker\_0: And you said it's Surge, right, the staffing agency?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: No problem. Uh...

Speaker speaker\_0: Ahem. All right. When did you start working for Surge?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: You said the last four were nine- 9117?

Speaker speaker\_1: Nine, two, one, seven. A two after nine.

Speaker speaker\_0: Oh, okay. All right.

Speaker speaker\_1: 92-17.

Speaker speaker\_0: And for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Yes. 435 Paxton Avenue, Calumet City, Illinois. January 14th, 1994.

Speaker speaker\_0: Thank you for the information. We have a telephone number also.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: 708-973-9496.

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: All right. We don't have any enrollment for you here, sir.

Speaker speaker\_1: Okay. Um, how... It's an insurance that I'm being charged for this \$40 that they, that the temp service said that I automatically get from you guys or something.

Speaker speaker\_0: No.

Speaker speaker\_1: And I have to call so you guys could cancel it.

Speaker speaker\_0: Okay. So that's for the auto-enrollment, and it, they don't charge you \$40 something dollars. It's 16... Uh, \$15.16. I'm gonna go ahead and decline the auto-enrollment. That's where you need to-

Speaker speaker\_1: No, I'm looking at my pay stub, ma'am. I'm getting \$40 took out my check on insurance that I don't need. I already got insurance.

Speaker speaker\_0: And-

Speaker speaker\_1: It says... I'm looking, I'm looking at it. It says \$40.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Why would I say some I don't know? Like...

Speaker speaker\_0: Okay. So this says BIC and what's the name of the plan?

Speaker speaker\_1: Yes. One second. He ain't even tell me I was gonna go through all this. He just said, "Call the number." I did not know I was gonna go through all this. This is crazy.

Speaker speaker\_0: Well, if I, I, if I don't see any enrollment, you know, I can't tell you that I'm gonna cancel something that we don't have.

Speaker speaker\_1: No, I hear what you're saying. I'm just, I'm just saying what I got instructions to get, and now I'm getting given a hard time, and that's crazy. And now I'm gonna keep getting charged \$40 for something I don't even use. The, the company name is... Hold on one second. Let me go back. It's, it says, "Portio- port- employee portion..." Wait. I don't even know which one is the name.

Speaker speaker\_0: Our name is, uh, BIC should say BIC and the name of the plan. If it's dental, vision, it should be breakdown that way.

Speaker speaker\_1: No, I understand what you're saying, ma'am. There's nothing not like... That's why I'm saying I'm not saying nothing you're saying. I'm just telling you what I was told. Like...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: See, I don't know why would he tell me to call this number and just say... 'Cause he never gave me no specific instructions. He just said, tell you all that I want to cancel an insurance that I'm being charged and I don't, I don't know. It says employee portion Medica- Medicare tax, Social Security tax, and federal single tax. So the Medicare or... Yeah, because he said-

Speaker speaker\_0: That's not-

Speaker speaker\_1: 'Cause he said it's a, um, it's a fee for insurance I'm being charged. That's the only reason why I'm trying to cancel it and call this number. And he said, like, "It's only if you wanna keep it, if you wanna keep it." If you don't wanna keep it, I could call the number and tell them, like... 'Cause I have insurance already. That's the only reason why I don't wanna keep getting charged, you know?

Speaker speaker\_0: Okay. So when you started working for Surge, you get auto-enrolled, and maybe what they trying to sa- to tell you is to decline it now that you're already enrolled 'cause none, nothing that you mentioned is from us.

Speaker speaker\_1: They told me to call this number. I don't know. Like, this is... Okay, I'll just wait till tomorrow and go back to the office. This is insane. Like, this is crazy.

Speaker speaker\_0: No problem.

Speaker speaker\_1: I just told, I just told you. Ain't nothing for me to decline if he told me to give you a call. That don't even make any sense.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: That's... How I would be able to cre- that, that don't, that do not make no sense.

Speaker speaker\_0: I understand.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_1: Y- you too. Bye.