

Transcript: Pamela

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Full Transcript

You're calling Benefits and Benefits, I'm speaking. How may I help you? Um, hi. My name is Jessica Newberry. I am just calling because I need to decline the health insurance coverage. I was told to give this phone number a call. Sure. And who do you work for? I work for the American Staff Corp. And may I have the last four digits of your Social? 5386. First and last name, please. Uh, for Newberry, Jessica. M- me- okay, Miss Newberry, 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? Yeah, for sure. My address is going to be 328 South Fern Place. That's Broken Arrow, Broken Arrow, Oklahoma 74012. And my date of birth is February 10th of 1989. Thank you for the information. We have a telephone number on file 918-606-27-7227. Uh- And I- ... it should be, uh, 918-606-7226. Oh, okay, 7226. Right. Um, so the auto enrollment of, of, already was processed. What I could do is cancel it. Um, I'm not sure, but you might experience one or two deductions before it's completely canceled since it was already- Okay. ... processed. You, I'm not sure because we not, we do not have access to your payroll, but just in case you see it, that's the reason why. Okay. They just told me I couldn't cancel until after my first paycheck, and I just got my first paycheck so I'm just calling to cancel it, so- No problem. Just... I don't want that being deducted from my paycheck. I understand, but, um, they should've told you to cancel right away, um, because they do the auto enrollment by after you leave the state. So they're not going to cancel this or what? I'm, I'm canceling right now on our part. We sending the cancellation, the request, but like I said, we don't have access to your payroll. The timeframe for the whole process to be completed takes one to two weeks. I cannot tell you- Okay. ... if it's going to be deducted or not because we don't have access to your payroll. All right. Do have a confirmation number for me for the cancelization? I could request that email to be sent out to you. Yeah, they said that I need a confirmation number, my, the Staff Corp, so I do need that. Okay, so They said that y- they should give me a phone number. Phone number? I'm sorry? I could give you a, a , the confirmation number for the, this call. Okay. The confirmation number is? Bear with me. I have to finish the process of the notes. I will be giving you letter and number. It's, um, A as in apple, S as in Sam, and C as in Charlie, dash, G as in girl, K as in cake- I'm, I'm sorry. You keep breaking up. You said, "A as in apple, S as in Sam, C as in cat"? Yes. Dash, G as in girl. Okay, I still can't hear you. You keep breaking up. After the dash is a G. Okay. K. A as in apple? K as in kite. K as in kite? I'm sorry. I can't hear you. Yes. You keep breaking up. Yes. Number three, V as in victor, G as in girl, number six, F as in Frank, M as in Mary, N as in Nancy, D as in David. Okay, so that confirmation number was A as in apple, S as in Sam, C as in cat, dash, G as in girl, K as in kite, three, V as in violin, G as in go, six, F as in Frank, M as in Mary, N as Newberry, D as dog? Yes, ma'am. Okay. Anything else I could do for you, ma'am? Nope, that's it. All right. Thank you for giving us a call. Have a great rest of the

Mm-hmm, thanks. Bye-bye.

Conversation Format

Speaker speaker_0: You're calling Benefits and Benefits, I'm speaking. How may I help you?

Speaker speaker_1: Um, hi. My name is Jessica Newberry. I am just calling because I need to decline the health insurance coverage. I was told to give this phone number a call.

Speaker speaker_0: Sure. And who do you work for?

Speaker speaker_1: I work for the American Staff Corp.

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

Speaker speaker_1: 5386.

Speaker speaker_0: First and last name, please.

Speaker speaker_1: Uh, for Newberry, Jessica.

Speaker speaker_0: M- me- okay, Miss Newberry, 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: Yeah, for sure. My address is going to be 328 South Fern Place. That's Broken Arrow, Broken Arrow, Oklahoma 74012. And my date of birth is February 10th of 1989.

Speaker speaker_0: Thank you for the information. We have a telephone number on file 918-606-27-7227.

Speaker speaker_1: Uh-

Speaker speaker_0: And I-

Speaker speaker_1: ... it should be, uh, 918-606-7226.

Speaker speaker_0: Oh, okay, 7226. Right. Um, so the auto enrollment of, of, already was processed. What I could do is cancel it. Um, I'm not sure, but you might experience one or two deductions before it's completely canceled since it was already-

Speaker speaker_1: Okay.

Speaker speaker_0: ... processed. You, I'm not sure because we not, we do not have access to your payroll, but just in case you see it, that's the reason why.

Speaker speaker_1: Okay. They just told me I couldn't cancel until after my first paycheck, and I just got my first paycheck so I'm just calling to cancel it, so-

Speaker speaker_0: No problem.

Speaker speaker_1: Just... I don't want that being deducted from my paycheck.

Speaker speaker_0: I understand, but, um, they should've told you to cancel right away, um, because they do the auto enrollment by after you leave the state.

Speaker speaker_1: So they're not going to cancel this or what?

Speaker speaker_0: I'm, I'm canceling right now on our part. We sending the cancellation, the request, but like I said, we don't have access to your payroll. The timeframe for the whole process to be completed takes one to two weeks. I cannot tell you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if it's going to be deducted or not because we don't have access to your payroll.

Speaker speaker_1: All right. Do have a confirmation number for me for the cancelization?

Speaker speaker_0: I could request that email to be sent out to you.

Speaker speaker_1: Yeah, they said that I need a confirmation number, my, the Staff Corp, so I do need that.

Speaker speaker_0: Okay, so

Speaker speaker_1: They said that y- they should give me a phone number.

Speaker speaker_0: Phone number?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I could give you a, a , the confirmation number for the, this call.

Speaker speaker_1: Okay. The confirmation number is?

Speaker speaker_0: Bear with me. I have to finish the process of the notes. I will be giving you letter and number. It's, um, A as in apple, S as in Sam, and C as in Charlie, dash, G as in girl, K as in cake-

Speaker speaker_1: I'm, I'm sorry. You keep breaking up. You said, "A as in apple, S as in Sam, C as in cat"?

Speaker speaker_0: Yes. Dash, G as in girl.

Speaker speaker_1: Okay, I still can't hear you. You keep breaking up.

Speaker speaker_0: After the dash is a G.

Speaker speaker_1: Okay.

Speaker speaker_0: K.

Speaker speaker_1: A as in apple?

Speaker speaker_0: K as in kite.

Speaker speaker_1: K as in kite? I'm sorry. I can't hear you.

Speaker speaker_0: Yes.

Speaker speaker_1: You keep breaking up.

Speaker speaker_0: Yes. Number three, V as in victor, G as in girl, number six, F as in Frank, M as in Mary, N as in Nancy, D as in David.

Speaker speaker_1: Okay, so that confirmation number was A as in apple, S as in Sam, C as in cat, dash, G as in girl, K as in kite, three, V as in violin, G as in go, six, F as in Frank, M as in Mary, N as Newberry, D as dog?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else I could do for you, ma'am?

Speaker speaker_1: Nope, that's it.

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

Speaker speaker_1: Mm-hmm, thanks.

Speaker speaker_0: Bye-bye.