

Transcript: Pamela

Blanc-6066221412827136-5213214701830144

Full Transcript

... I got out of these bullshit benefits- Your call may be monitored or recorded for quality and research purposes. ... they keep taking out of my check that you can't do nothing with. Thank you for selecting speaking, how may I help you? Uh, hey, how you doing? I, um, they said there's a open enrollment or call to cancel or not have it taken out of my check. I work for MAU Workforce. And you want to cancel? Yeah. I don't want it. And what's the last four digits of your social security number? 2467. What's the last name? James Warner. Mr. Warner, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 3470 Woodbine, 10/10/1987. I need the complete address, sir. 3470 Woodbine Avenue, 45207. And what's the city and state? Cincinnati, Ohio. Thank you. We have the telephone number on file, 903-3227? Correct. The cancellation process take one to two weeks for all changes to take effect. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you? No. Can you still use it for them two, for the more than two weeks? Uh, yes, you could use it while still active. But it'll be out within two weeks or- Um, so we don't have access to your, uh, payroll. Right now, uh, your benefits are, are active. You might experience another deduction, so... But I'm not sure. If you want to use this, I suggest you to give us a call before you do. But the maximum amount of time it would take for it to cancel will be two weeks? Yes. Okay, thank you. No problem. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: ... I got out of these bullshit benefits-

Speaker speaker_1: Your call may be monitored or recorded for quality and research purposes.

Speaker speaker_0: ... they keep taking out of my check that you can't do nothing with.

Speaker speaker_1: Thank you for selecting speaking, how may I help you?

Speaker speaker_0: Uh, hey, how you doing? I, um, they said there's a open enrollment or call to cancel or not have it taken out of my check. I work for MAU Workforce.

Speaker speaker_1: And you want to cancel?

Speaker speaker_0: Yeah. I don't want it.

Speaker speaker_1: And what's the last four digits of your social security number?

Speaker speaker_0: 2467.

Speaker speaker_1: What's the last name?

Speaker speaker_0: James Warner.

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

Speaker speaker_0: 3470 Woodbine, 10/10/1987.

Speaker speaker_1: I need the complete address, sir.

Speaker speaker_0: 3470 Woodbine Avenue, 45207.

Speaker speaker_1: And what's the city and state?

Speaker speaker_0: Cincinnati, Ohio.

Speaker speaker_1: Thank you. We have the telephone number on file, 903-3227?

Speaker speaker_0: Correct.

Speaker speaker_1: The cancellation process take one to two weeks for all changes to take effect. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you?

Speaker speaker_0: No. Can you still use it for them two, for the more than two weeks?

Speaker speaker_1: Uh, yes, you could use it while still active.

Speaker speaker_0: But it'll be out within two weeks or-

Speaker speaker_1: Um, so we don't have access to your, uh, payroll. Right now, uh, your benefits are, are active. You might experience another deduction, so... But I'm not sure. If you want to use this, I suggest you to give us a call before you do.

Speaker speaker_0: But the maximum amount of time it would take for it to cancel will be two weeks?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: You too.