

## **Transcript: Pearl**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits and ... Pardon, my name is Pearl. Who have I been just speaking with? My name is James Davis Smith III. I work for Focus and I want everything canceled through the benefits. Okay. And what are the last four digits of your social? I've been try... I've been, I've been trying to do it for a while, and I, I keep getting the runaround from Focus. I tried on their website and everything, and it won't stop. If they s-... No. Then yesterday, they told me I had to make a phone call, then they didn't bother giving me the number until today. Okay, I'm sorry about that. What is your last four digits of your social? 4522. 4-5-2-2. Yeah, 'cause it doesn't make any sense in paying for it whenever I'm only a short-term temporary worker. And for how much it is, it's not worth it. I, I can get a better policy. One moment. And you said you work for Workforce Management, correct? Yeah. I want it all canceled, all of it. The dental, eye, everything. All righty. All right. I need you to confirm your address and date of birth. Address, 117 Clark Smith Road, Punxsutawney, Pennsylvania, 15767. Date of birth, October 20th, 1964. Okay. And I have your phone number as -246-4864. Correct. And I have your email address as smi15767@gmail.com. Correct. And you said you wanted to cover-... Cancel all your coverage together, correct? Correct. All righty. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at the most, it'd be two. I don't want any more deductions out. That's why I've been trying to do this for the last week and a half, two weeks. I mean, I do understand that you're, you're trying, you've been trying to, to cancel, but unfortunately, the process takes... And. Excuse me? Hello? You said unfortunately... Hello? Yeah. Then Focus should've go-... Gave me the damn information for it a couple weeks ago. Remember, I kept telling 'em that. We... Yeah, that... I mean, you can speak with Focus, but, I mean, the process takes that long. I think I'm just gonna walk off this freaking job, man, 'cause it ain't worth the bullshit by the time they take that out. Mm-hmm. Do you have any other questions, sir? No, but I'm pissed. I'm sorry about that. I'm paying for something I can't freaking use. You're taken out on. It shouldn't take one or two weeks to cancel it. All, all, all you have to do is push a freaking button. But it has to go through, uh, various different systems. This is bullshit. Okay, thank you. Bye. I'm pissed. Nope, have a great day. Buh-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits and ... Pardon, my name is Pearl. Who have I been just speaking with?

Speaker speaker\_2: My name is James Davis Smith III. I work for Focus and I want everything canceled through the benefits.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: I've been try... I've been, I've been trying to do it for a while, and I, I keep getting the runaround from Focus. I tried on their website and everything, and it won't stop. If they s-... No. Then yesterday, they told me I had to make a phone call, then they didn't bother giving me the number until today.

Speaker speaker\_1: Okay, I'm sorry about that. What is your last four digits of your social?

Speaker speaker\_2: 4522.

Speaker speaker\_1: 4-5-2-2.

Speaker speaker\_2: Yeah, 'cause it doesn't make any sense in paying for it whenever I'm only a short-term temporary worker. And for how much it is, it's not worth it. I, I can get a better policy.

Speaker speaker\_1: One moment. And you said you work for Workforce Management, correct?

Speaker speaker\_2: Yeah. I want it all canceled, all of it. The dental, eye, everything.

Speaker speaker\_1: All righty. All right. I need you to confirm your address and date of birth.

Speaker speaker\_2: Address, 117 Clark Smith Road, Punxsutawney, Pennsylvania, 15767. Date of birth, October 20th, 1964.

Speaker speaker\_1: Okay. And I have your phone number as -246-4864.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And I have your email address as smi15767@gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And you said you wanted to cover-... Cancel all your coverage together, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All righty. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at the most, it'd be two.

Speaker speaker\_2: I don't want any more deductions out. That's why I've been trying to do this for the last week and a half, two weeks.

Speaker speaker\_1: I mean, I do understand that you're, you're trying, you've been trying to, to cancel, but unfortunately, the process takes... And.

Speaker speaker\_2: Excuse me? Hello?

Speaker speaker\_1: You said unfortunately... Hello?

Speaker speaker\_2: Yeah. Then Focus should've go-... Gave me the damn information for it a couple weeks ago. Remember, I kept telling 'em that.

Speaker speaker\_1: We... Yeah, that... I mean, you can speak with Focus, but, I mean, the process takes that long.

Speaker speaker\_2: I think I'm just gonna walk off this freaking job, man, 'cause it ain't worth the bullshit by the time they take that out.

Speaker speaker\_1: Mm-hmm. Do you have any other questions, sir?

Speaker speaker\_2: No, but I'm pissed.

Speaker speaker\_1: I'm sorry about that.

Speaker speaker\_2: I'm paying for something I can't freaking use. You're taken out on. It shouldn't take one or two weeks to cancel it. All, all, all you have to do is push a freaking button.

Speaker speaker\_1: But it has to go through, uh, various different systems.

Speaker speaker\_2: This is bullshit. Okay, thank you. Bye. I'm pissed.

Speaker speaker\_1: Nope, have a great day. Buh-bye.