

## **Transcript: VICTORIA**

**Taylor-4537263075278848-5336263391100928**

### **Full Transcript**

Thank you for calling Benefits and Curve, this is Victoria. How can I help you? Yes, I would like to decline the benefits. Okay. Yeah. Uh, what's the name of the agency you work for? Uh, Temp- um, Temp Sales, Barkings. Gotcha. And the last four of your Social? 6803. And your first and last name for me. Ashley Briscoe. Okay. Do you mind verifying your address and date of birth? 12 home 50,01414 Woodside Southern Guard, Moorhead, Mississippi, 3876 more. Okay. Phone number is 662-394-6768? Yes, ma'am. And then I have email is johnprincejr52@gmail.com. Who? Uh, the email address I have is johnprincejr52@gmail.com. Is that not correct? No. Okay. Who is your email? It's my email is tiannabriscoe17@gmail.com. It's T-I-A-N-N-A Briscoe, B-R-I-S-C-O-E. Okay. And then your first name is just Ashley, correct? Yes. Okay. For some reason we have your middle name as part of your last name too. And then last name is B-R-I-S-C-O. C-O-E. C-O-E. Sorry about that. So B-R-I-S-C-O-E. Yes, ma'am. Okay. So it looks like you're actually already enrolled into the benefits. I can definitely put in a request to have it canceled for you. Okay. Now with cancellations- So the- um, so the benefit fees, it's by what, like taking money off a check or something? Yes, ma'am. So what you're enrolled into is the MEC for employee only and that is \$15.91 a week. Oh, wow. I mean, that's 15 dollars. Okay. So what I can do from here is I can put in a request to have it canceled. With that being said, cancellations are not immediate. It does take about one to two weeks to be processed through your payroll. Okay. So you may see one to two more payroll deductions. If you do- Mm-hmm. ... we will provide the coverage you're paying for until your payroll is processed, cancellation there in. And you said I will be paying four people? So what you pay currently is \$15.91 a week. With the cancellation- Okay. ... about one to two weeks to be processed through payroll. There's a possibility you'll see one to two more payroll deductions being made. Okay. Yes, ma'am. Was there anything else you might need help with? Not now. All righty. I will go ahead and- Okay. ... put in the request to have that canceled for you and you have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Curve, this is Victoria. How can I help you?

Speaker speaker\_1: Yes, I would like to decline the benefits.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Uh, what's the name of the agency you work for?

Speaker speaker\_1: Uh, Temp- um, Temp Sales, Barkings.

Speaker speaker\_0: Gotcha. And the last four of your Social?

Speaker speaker\_1: 6803.

Speaker speaker\_0: And your first and last name for me.

Speaker speaker\_1: Ashley Briscoe.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 12 home 50,01414 Woodside Southern Guard, Moorhead, Mississippi, 3876 more.

Speaker speaker\_0: Okay. Phone number is 662-394-6768?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have email is johnprincejr52@gmail.com.

Speaker speaker\_1: Who?

Speaker speaker\_0: Uh, the email address I have is johnprincejr52@gmail.com. Is that not correct?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Who is your email?

Speaker speaker\_1: It's my email is tiannabriscoe17@gmail.com. It's T-I-A-N-N-A Briscoe, B-R-I-S-C-O-E.

Speaker speaker\_0: Okay. And then your first name is just Ashley, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. For some reason we have your middle name as part of your last name too. And then last name is B-R-I-S-C-O.

Speaker speaker\_1: C-O-E.

Speaker speaker\_0: C-O-E. Sorry about that. So B-R-I-S-C-O-E.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So it looks like you're actually already enrolled into the benefits. I can definitely put in a request to have it canceled for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now with cancellations-

Speaker speaker\_1: So the- um, so the benefit fees, it's by what, like taking money off a check or something?

Speaker speaker\_0: Yes, ma'am. So what you're enrolled into is the MEC for employee only and that is \$15.91 a week.

Speaker speaker\_1: Oh, wow. I mean, that's 15 dollars.

Speaker speaker\_0: Okay. So what I can do from here is I can put in a request to have it canceled. With that being said, cancellations are not immediate. It does take about one to two weeks to be processed through your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you may see one to two more payroll deductions. If you do-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... we will provide the coverage you're paying for until your payroll is processed, cancellation there in.

Speaker speaker\_1: And you said I will be paying four people?

Speaker speaker\_0: So what you pay currently is \$15.91 a week. With the cancellation-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... about one to two weeks to be processed through payroll. There's a possibility you'll see one to two more payroll deductions being made.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker\_1: Not now.

Speaker speaker\_0: All righty. I will go ahead and-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... put in the request to have that canceled for you and you have a wonderful day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.