

Transcript: VICTORIA

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Full Transcript

... Sonicar. This is Victoria. How can I help you? Uh, yes, ma'am. I just, uh, I've been employed out here at Hydro-Gear in Princeton for a couple weeks, uh, two, I guess. I got my first full check this morning. Um, I had put information for insurance on there the day before orientation, but I guess it wasn't explained to me clearly or I'm just a retard. But I screwed up big time because I do not even need the insurance. I, I, um, I have insurance through the union still for, like, quite some time. I got hours built up. Um, but I was, like, thinking it would be, like, a just in case. I really don't even know how all that works. I'm, like, reminded, like, it was just a big... 39. It took, like, two a- uh, I don't know. It's just, like, bad timing. But, um, I just wanted to... I canceled it up here through the ISS office. Um, and they said that sometimes, um, just sometimes that it could be a delay. Hello? Can you hear me? Yeah, I can hear you. Um, let me- Oh, good. ... pull up your file. What... You said ISS? Yes, ma'am. Okay, and the last four of your social? Um, 1400. 1-4-0-0. Okay, and your first and last name? Brandon Willey. W-I-L-L-E-Y. All right. That's W-I-L-L-E-Y. Do you mind verifying your address and... Ask him for the email address. Um, 112 Sycamore Street, 112 Sycamore Street, and then I have PO Box 294. That's where I get mail. Okay, what's your date of birth as well? 3/5/1996. And then phone number 270-213... Excuse me, 0870? Yes, ma'am. Okay. And then email is willeyb772@gmail? Yes, ma'am. Okay, so are you wanting to cancel everything? Yes, ma'am. Um, I, I was, I just made a mistake. Um- Okay. Yeah, I had to get one used tire this morning instead of going and getting the four that I had them order for me. So, I just- Gotcha. You know, I'm having some bills to pay. It was just, uh... I don't know. I wasn't expecting it. It, I guess it was my mistake. Uh, I'm assuming. Um, but I think we signed up for all that. Like, they should probably do it a little different. 'Cause we signed up before, all of that, before we really got to speak to anybody. We kinda did it in the pre-orientation stage where you're, like, filling stuff out on the computer and stuff, and nobody was really helping me. So that's what I blame it on. Okay. But... Um, yeah- I just wanted to make sure that by next week that, you know, that I wouldn't have this issue because I won't be at a, I wouldn't even be able to afford to work here. So, uh, I mean, I can definitely go ahead and put in the request for it, for it to be canceled. I know it typically, with cancellations, any type of enrollment change or cancellation takes about one to two weeks to be processed through payroll. So we always advise that you may see one to two more, uh, deductions being made out of your check, and if you do, in that instance, it would provide the coverage you're paying for until the cancellation's been processed. Right, yeah. Um- I just don't need it even at all. Yeah, and I, and I completely understand that. Like, like, I won't even be able to pay rent for more if it, if it, uh, if it deducts it again. Like, um, I was like, I'm so honest that I won't be able to, like, keep working here. And, and I completely understand that. Um, I'm just letting you know- So I didn't know if there was, like, an urgent- ... that this situation requires a cost. Right, I understand. I know there's policies

and processes and such. I just... If, if there's even a note of urgency that you could put on it, just out of your own heart, I would so much appreciate it. I'm not trying to beat about the case. Yeah, I can... No, no, I, I, again, I totally understand your situation. I wish, wish there was something more I could do, but it, it's all dependent on how fast payroll processes that cancellation. Um, so what we typically do is we put in the request to have it canceled, and then it's sent to your employer and processed through payroll. So honestly, what I would do, since you've already canceled it, or filled out a, I'm assuming, a cancellation request with your employer. I did. Um, and we canceled it in our systems. Honestly, I, if, if you want to try this, you can. I would reach out to payroll and see if there's anything that they can do on their end to expedite the cancellation. Thank you so much. You're welcome. Uh, was there anything else you might need help with? Um, no, ma'am. That, that should be all. I appreciate you. Yes, sir. You have a wonderful day. All right, you too. Bye-bye.

Conversation Format

Speaker speaker_0: ... Sonicar. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, ma'am. I just, uh, I've been employed out here at Hydro-Gear in Princeton for a couple weeks, uh, two, I guess. I got my first full check this morning. Um, I had put information for insurance on there the day before orientation, but I guess it wasn't explained to me clearly or I'm just a retard. But I screwed up big time because I do not even need the insurance. I, I, um, I have insurance through the union still for, like, quite some time. I got hours built up. Um, but I was, like, thinking it would be, like, a just in case. I really don't even know how all that works. I'm, like, reminded, like, it was just a big... 39. It took, like, two a- uh, I don't know. It's just, like, bad timing. But, um, I just wanted to... I canceled it up here through the ISS office. Um, and they said that sometimes, um, just sometimes that it could be a delay. Hello? Can you hear me?

Speaker speaker_0: Yeah, I can hear you. Um, let me-

Speaker speaker_1: Oh, good.

Speaker speaker_0: ... pull up your file. What... You said ISS?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and the last four of your social?

Speaker speaker_1: Um, 1400. 1-4-0-0.

Speaker speaker_0: Okay, and your first and last name?

Speaker speaker_1: Brandon Willey. W-I-L-L-E-Y.

Speaker speaker_0: All right.

Speaker speaker_1: That's W-I-L-L-E-Y.

Speaker speaker_0: Do you mind verifying your address and...

Speaker speaker_2: Ask him for the email address.

Speaker speaker_1: Um, 112 Sycamore Street, 112 Sycamore Street, and then I have PO Box 294. That's where I get mail.

Speaker speaker_0: Okay, what's your date of birth as well?

Speaker speaker_1: 3/5/1996.

Speaker speaker_0: And then phone number 270-213... Excuse me, 0870?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then email is willeyb772@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so are you wanting to cancel everything?

Speaker speaker_1: Yes, ma'am. Um, I, I was, I just made a mistake. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I had to get one used tire this morning instead of going and getting the four that I had them order for me. So, I just-

Speaker speaker_0: Gotcha.

Speaker speaker_1: You know, I'm having some bills to pay. It was just, uh... I don't know. I wasn't expecting it. It, I guess it was my mistake. Uh, I'm assuming. Um, but I think we signed up for all that. Like, they should probably do it a little different. 'Cause we signed up before, all of that, before we really got to speak to anybody. We kinda did it in the pre-orientation stage where you're, like, filling stuff out on the computer and stuff, and nobody was really helping me. So that's what I blame it on.

Speaker speaker_0: Okay.

Speaker speaker_1: But...

Speaker speaker_0: Um, yeah-

Speaker speaker_1: I just wanted to make sure that by next week that, you know, that I wouldn't have this issue because I won't be at a, I wouldn't even be able to afford to work here.

Speaker speaker_0: So, uh, I mean, I can definitely go ahead and put in the request for it, for it to be canceled. I know it typically, with cancellations, any type of enrollment change or cancellation takes about one to two weeks to be processed through payroll. So we always advise that you may see one to two more, uh, deductions being made out of your check, and if you do, in that instance, it would provide the coverage you're paying for until the cancellation's been processed.

Speaker speaker_1: Right, yeah.

Speaker speaker_0: Um-

Speaker speaker_1: I just don't need it even at all.

Speaker speaker_0: Yeah, and I, and I completely understand that.

Speaker speaker_1: Like, like, I won't even be able to pay rent for more if it, if it, uh, if it deducts it again. Like, um, I was like, I'm so honest that I won't be able to, like, keep working here.

Speaker speaker_0: And, and I completely understand that. Um, I'm just letting you know-

Speaker speaker_1: So I didn't know if there was, like, an urgent-

Speaker speaker_0: ... that this situation requires a cost.

Speaker speaker_1: Right, I understand. I know there's policies and processes and such. I just... If, if there's even a note of urgency that you could put on it, just out of your own heart, I would so much appreciate it. I'm not trying to beat about the case.

Speaker speaker_0: Yeah, I can... No, no, I, I, again, I totally understand your situation. I wish, wish there was something more I could do, but it, it's all dependent on how fast payroll processes that cancellation. Um, so what we typically do is we put in the request to have it canceled, and then it's sent to your employer and processed through payroll. So honestly, what I would do, since you've already canceled it, or filled out a, I'm assuming, a cancellation request with your employer.

Speaker speaker_1: I did.

Speaker speaker_0: Um, and we canceled it in our systems. Honestly, I, if, if you want to try this, you can. I would reach out to payroll and see if there's anything that they can do on their end to expedite the cancellation.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You're welcome. Uh, was there anything else you might need help with?

Speaker speaker_1: Um, no, ma'am. That, that should be all. I appreciate you.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: All right, you too. Bye-bye.