

Transcript: VICTORIA

Taylor-6203805810737152-6654998114648064

Full Transcript

Well, there goes everything. I'm sorry this is taking for you. How can I help you? Um, hello? I was calling because I would like to decline on the benefits and the card. Okay. What's the name of the agency you work for? Uh, I work for Temstaff. All right, and the last four of your social? 5306. And your first and last name? Mikail Sanders. Okay. Do you mind verifying your address and date of birth? Um, my mailing address or my living address? Hmm. Well, I- it should be your mailing address. 377 County Road 141. Okay, the city, state and zip code? I stay in North Carrollton. The zip code is 38917, I think. Okay, it looks like I have a different d-different address then. I have 377 County Road 141. Oh. Uh, the city is C-O-I-L-A. Qualla. The city. Qualla, Mississippi 3923. Yeah. Okay. Yeah, I keep- yeah, I keep getting the address mixed up. No worries, and your date of birth? September 25th, 2002. Phone number is 466-2953? Yes. Okay, and then let's see. So it looks like you've actually already been enrolled. I can cancel the enrollment for you. Can you please? 'Cause I'm trying, I'm trying to save as much as I, uh, I'm trying to save my check as much as I can 'cause I'm not getting paid much. Sure, so I do know cancellations take about one to two weeks to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end. All right. Do you need help with anything else? Uh, no, ma'am. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Well, there goes everything.

Speaker speaker_1: I'm sorry this is taking for you. How can I help you?

Speaker speaker_0: Um, hello? I was calling because I would like to decline on the benefits and the card.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_0: Uh, I work for Temstaff.

Speaker speaker_1: All right, and the last four of your social?

Speaker speaker_0: 5306.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Mikail Sanders.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_0: Um, my mailing address or my living address?

Speaker speaker_1: Hmm. Well, I- it should be your mailing address.

Speaker speaker_0: 377 County Road 141.

Speaker speaker_1: Okay, the city, state and zip code?

Speaker speaker_0: I stay in North Carrollton. The zip code is 38917, I think.

Speaker speaker_1: Okay, it looks like I have a different d- different address then. I have 377 County Road 141.

Speaker speaker_0: Oh.

Speaker speaker_1: Uh, the city is C-O-I-L-A.

Speaker speaker_0: Qualla.

Speaker speaker_1: The city.

Speaker speaker_0: Qualla, Mississippi 3923. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I keep- yeah, I keep getting the address mixed up.

Speaker speaker_1: No worries, and your date of birth?

Speaker speaker_0: September 25th, 2002.

Speaker speaker_1: Phone number is 466-2953?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, and then let's see. So it looks like you've actually already been enrolled. I can cancel the enrollment for you.

Speaker speaker_0: Can you please? 'Cause I'm trying, I'm trying to save as much as I, uh, I'm trying to save my check as much as I can 'cause I'm not getting paid much.

Speaker speaker_1: Sure, so I do know cancellations take about one to two weeks to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end.

Speaker speaker_0: All right.

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_0: Uh, no, ma'am. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you. Bye-bye.