

Transcript: VICTORIA

Taylor-6319751961427968-4545845105704960

Full Transcript

Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Hey. So I, I don't... I think it might have been the staffing company that just sent me a message that said do the payroll. There was, like, two payments missed or something like that and that if I wanted to pay it, I could. But I was trying to figure out how to cancel it because I never even missed a gift or insurance. Okay. What's the name of the agency you work for? Uh, Lingo Staffing. All right. Let's see. And the last four of your Social? 0858. And your first and last name? Christopher Edwards. Okay. Do you mind verifying your address and date of birth? Hello? Yeah, I'm still here. Do you mind verifying your address and date of birth? Yeah. Uh, 2055 South Gregg Road, Apartment D. Uh, April 15th, 1990. Okay. Uh, phone number 678-235-1180? Yes, ma'am. And then email is CTE41590@gmail.com? That's right. Okay. Yeah. I see that the enrollment is already canceled on my end. Oh. I'm not sure why, why you received the, uh, message- Yeah. ... about the lapse of coverage, to be honest with you. It- But it is showing- It pulled out money too last week, so I don't know. Yeah. I do see that as well. Let's see. Yeah. It looks like the deduction that was made last week should be refunded to you. All right. If I'm not mistaken that's your- But will it just be on, like, the next check or something or... Or I just- I'm not for sure. I would reach out to your payroll department. All right. Yes, sir. But, um, like I said, it shows here on my end that the enrollment has been canceled, so I'm not sure why you got that messa- message about a lapse of coverage. Uh, I think they just send, like, um, company-wide messages 'cause that's how I... Uh- Yeah, they typically do. ... that's how I found out about the... She said, "If you don't want to enroll in, in a new one, then just don't respond to it." Um, and that it'll automatically not put you in there. And then it started taking money out, so I'm trying to figure out what was going on. But I appreciate it if it's not gonna do it anymore. Yeah. Like I see... Like I said, I, I see that the enrollment has been canceled, so you should be good to go. I would just reach out to your payroll department to verify that the previous deduction, um, is gonna be refunded to you and how they do that. All right. I appreciate it, man. You're welcome. You have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey. So I, I don't... I think it might have been the staffing company that just sent me a message that said do the payroll. There was, like, two payments missed or something like that and that if I wanted to pay it, I could. But I was trying to figure out how to

cancel it because I never even missed a gift or insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Lingo Staffing.

Speaker speaker_0: All right. Let's see. And the last four of your Social?

Speaker speaker_1: 0858.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Christopher Edwards.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth? Hello?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. Uh, 2055 South Gregg Road, Apartment D. Uh, April 15th, 1990.

Speaker speaker_0: Okay. Uh, phone number 678-235-1180?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is CTE41590@gmail.com?

Speaker speaker_1: That's right.

Speaker speaker_0: Okay. Yeah. I see that the enrollment is already canceled on my end.

Speaker speaker_1: Oh.

Speaker speaker_0: I'm not sure why, why you received the, uh, message-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... about the lapse of coverage, to be honest with you.

Speaker speaker_1: It-

Speaker speaker_0: But it is showing-

Speaker speaker_1: It pulled out money too last week, so I don't know.

Speaker speaker_0: Yeah. I do see that as well. Let's see. Yeah. It looks like the deduction that was made last week should be refunded to you.

Speaker speaker_1: All right.

Speaker speaker_0: If I'm not mistaken that's your-

Speaker speaker_1: But will it just be on, like, the next check or something or... Or I just-

Speaker speaker_0: I'm not for sure. I would reach out to your payroll department.

Speaker speaker_1: All right.

Speaker speaker_0: Yes, sir. But, um, like I said, it shows here on my end that the enrollment has been canceled, so I'm not sure why you got that messa- message about a lapse of coverage.

Speaker speaker_1: Uh, I think they just send, like, um, company-wide messages 'cause that's how I... Uh-

Speaker speaker_0: Yeah, they typically do.

Speaker speaker_1: ... that's how I found out about the... She said, "If you don't want to enroll in, in a new one, then just don't respond to it." Um, and that it'll automatically not put you in there. And then it started taking money out, so I'm trying to figure out what was going on. But I appreciate it if it's not gonna do it anymore.

Speaker speaker_0: Yeah. Like I see... Like I said, I, I see that the enrollment has been canceled, so you should be good to go. I would just reach out to your payroll department to verify that the previous deduction, um, is gonna be refunded to you and how they do that.

Speaker speaker_1: All right. I appreciate it, man.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.