

Transcript: Chris Sofield (deactivated)-6575983201140736-6299368365801472

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Uh, I would like to decline the healthcare. Okay. What staffing company do you work with? Um... I'm going to be working with Trese. Okay, the- Or American Corp Staff. I'm sorry, what was the name of the staffing company? Uh, American Corp Staff. American Staff Corp? Yes. Sorry. Okay. All right, and then the last four of your Social? Um, give me one second. Uh, 5431. All right. Okay. Looks like we'll need to create a file on our system in order to opt you out of American Staff Corp's automatic enrollment. It doesn't look like they've sent us anything over just yet. In order to do that, I am gonna need to get more information from you, starting with ... Hello? Yes, ma'am? Uh, I'm sorry, could you repeat that? Uh, you kind of glitched out. So, yes, so we do not have any sort of file information from American Staff Corp. I assume that's because you are a brand-new hire with them. In order to- Yes. ... opt you out of their automatic enrollment, I need to create a file in our system which requires more information, starting with your full Social at this time. Um... Hold on. Uh, 443-21-5431. Thank you. Your first and last name? Samantha Hull. H-U-L-L. All right, Ms. Hull. What is your current mailing address? Uh, like my address? Yeah, where you currently receive mail. Uh, 16746 East 420 Road, Claremore, Oklahoma. And the ZIP code? 74017. Thank you. Your date of birth? 09-24-2005. And then finally, a good phone number for you. 918-550-0762. Thank you. All right, file has been created. You've been opted out of American Staff Corp's automatic enrollment. Was there anything else I can help you with? Nope, that was all. All right, thanks again for calling and have a good day. You also have a good day. All right, hmm, bye now. Buh-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Uh, I would like to decline the healthcare.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um... I'm going to be working with Trese.

Speaker speaker_1: Okay, the-

Speaker speaker_2: Or American Corp Staff.

Speaker speaker_1: I'm sorry, what was the name of the staffing company?

Speaker speaker_2: Uh, American Corp Staff.

Speaker speaker_1: American Staff Corp?

Speaker speaker_2: Yes. Sorry.

Speaker speaker_1: Okay. All right, and then the last four of your Social?

Speaker speaker_2: Um, give me one second. Uh, 5431.

Speaker speaker_1: All right. Okay. Looks like we'll need to create a file on our system in order to opt you out of American Staff Corp's automatic enrollment. It doesn't look like they've sent us anything over just yet. In order to do that, I am gonna need to get more information from you, starting with ...

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am?

Speaker speaker_2: Uh, I'm sorry, could you repeat that? Uh, you kind of glitched out.

Speaker speaker_1: So, yes, so we do not have any sort of file information from American Staff Corp. I assume that's because you are a brand-new hire with them. In order to-

Speaker speaker_2: Yes.

Speaker speaker_1: ... opt you out of their automatic enrollment, I need to create a file in our system which requires more information, starting with your full Social at this time.

Speaker speaker_2: Um... Hold on. Uh, 443-21-5431.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Samantha Hull. H-U-L-L.

Speaker speaker_1: All right, Ms. Hull. What is your current mailing address?

Speaker speaker_2: Uh, like my address?

Speaker speaker_1: Yeah, where you currently receive mail.

Speaker speaker_2: Uh, 16746 East 420 Road, Claremore, Oklahoma.

Speaker speaker_1: And the ZIP code?

Speaker speaker_2: 74017.

Speaker speaker_1: Thank you. Your date of birth?

Speaker speaker_2: 09-24-2005.

Speaker speaker_1: And then finally, a good phone number for you.

Speaker speaker_2: 918-550-0762.

Speaker speaker_1: Thank you. All right, file has been created. You've been opted out of American Staff Corp's automatic enrollment. Was there anything else I can help you with?

Speaker speaker_2: Nope, that was all.

Speaker speaker_1: All right, thanks again for calling and have a good day.

Speaker speaker_2: You also have a good day.

Speaker speaker_1: All right, hmm, bye now.

Speaker speaker_2: Buh-bye.