

Transcript: Francesca

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Full Transcript

... Progressive. You're calling benefits. My name is Francesca. How can I help you? Hey, good afternoon, Francesca. This is Trevian Greer and I wanted to opt out the insurance. And what staffing company do you work with? American Staff Corpora- Uh, what is American-? American Staff. What are the last four of your Social and your last name? Last four of my Social is 5240 and my last name is G-r-e-e-r, Greer. And your city is with American Staff Corp? Yes, ma'am. Okay. And the last four of the Social was 5240? Yes. Thank you. So, did you just recently apply with them by any chance? So, I'm so- say again, I'm sorry. Yes, sir. Did you just recently apply with them? Yeah, but, yeah, 'cause I already, I already, I'm already covered with insurance and stuff, so I just, yeah, I just, I j- matter of fact, I just, uh, applied with them recently. Yes, ma'am. So, I'm not locating any file on our system with your last four of the Social and your last name and I did also try the other staffing just in case, both American Staff Corp and American Staff, and neither of them are populating an account for you. Well, um- Nope. Well, I just got done, I just got done with the outside manager at the, at the, um, at the White House. It's called... And she gave me this. Her name was Kim Ruey, Kim Ruey, on-site manager. It's called American Staff Corp and, um, she the one was telling me about it. She even told me about the insurance. Just got done talking to her like, like 20 or 30 minutes ago, in person. So it might take- Okay. It might take some time, it might take some time to get in there, into the system. Never mind. But she was telling me- Yes. She was telling me that, um, she said that y'all guys will take out the first check but it'd be the second check, but she said you guys can, um... She told me that we could opt out if you got other coverage and I, and I told her, "Yeah." And so that's when she gave me the paper to call you guys and stuff like that. I mean, to tell me to call y'all to op out. Yes, sir. So we're not the staffing company. We're just an account administrator. We're a third party. Our system and their system don't process the same. They're different systems. Yes. As far as the deduction goes, we don't have access to that pay stub. Your staffing company is the one adopting it, but you guys are advised to call so that we can decline in the event that you don't want it. As of right now your options are either providing your full Social to make an account. If you do not feel comfortable doing it in a recorded line, then I will be calling in throughout the week to see when we have it. Oh. We definitely have to wait until it kicks in. I guess I'm, I guess I'm gonna have to, I'm guessing- Yeah. I'm guessing I'm gonna have to wait till it kicks in, then I might have to cancel it then, wait till it kicks in, 'cause I just, I just got done talking to her so, and she was telling me, so I guess I'm... Can I, can I just wait till it kick in and then cancel it? Yes, sir. You can wait till it gets enrolled and then cancel it, but that is going to take seven to 10 business days to process for the cancellation or you can just simply call in throughout the week. Um, 'cause it doesn't mean that necessarily we won't get it for the whole week. It just means that as of right now at this moment, it's not in our system yet. But you can call in the- Okay. Okay. ... same

day, um, if you want to call in Wednesday to check, you're more than welcome to. Yes, ma'am. I would like to do that. Thank you. Of course. Was there anything else that we can assist you with today? No, ma'am. That was it. All right, Mr. Greer and our hours of operations are 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays. So we'll be closed off Saturday, Sunday. Yes, ma'am. All right. I do hope you have a wonderful rest of your day and thank you for giving us a call today. Thank you. Goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: ... Progressive.

Speaker speaker_1: You're calling benefits. My name is Francesca. How can I help you?

Speaker speaker_0: Hey, good afternoon, Francesca. This is Trevian Greer and I wanted to opt out the insurance.

Speaker speaker_1: And what staffing company do you work with?

Speaker speaker_0: American Staff Corpora- Uh, what is American-? American Staff.

Speaker speaker_1: What are the last four of your Social and your last name?

Speaker speaker_0: Last four of my Social is 5240 and my last name is G-r-e-e-r, Greer.

Speaker speaker_1: And your city is with American Staff Corp?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. And the last four of the Social was 5240?

Speaker speaker_0: Yes. Thank you.

Speaker speaker_1: So, did you just recently apply with them by any chance?

Speaker speaker_0: So, I'm so- say again, I'm sorry.

Speaker speaker_1: Yes, sir. Did you just recently apply with them?

Speaker speaker_0: Yeah, but, yeah, 'cause I already, I already, I'm already covered with insurance and stuff, so I just, yeah, I just, I j- matter of fact, I just, uh, applied with them recently. Yes, ma'am.

Speaker speaker_1: So, I'm not locating any file on our system with your last four of the Social and your last name and I did also try the other staffing just in case, both American Staff Corp and American Staff, and neither of them are populating an account for you.

Speaker speaker_0: Well, um-

Speaker speaker_1: Nope.

Speaker speaker_0: Well, I just got done, I just got done with the outside manager at the, at the, um, at the White House. It's called... And she gave me this. Her name was Kim Ruey, Kim Ruey, on-site manager. It's called American Staff Corp and, um, she the one was telling me about it. She even told me about the insurance. Just got done talking to her like, like 20 or 30 minutes ago, in person. So it might take-

Speaker speaker_1: Okay.

Speaker speaker_0: It might take some time, it might take some time to get in there, into the system.

Speaker speaker_2: Never mind.

Speaker speaker_0: But she was telling me-

Speaker speaker_1: Yes.

Speaker speaker_0: She was telling me that, um, she said that y'all guys will take out the first check but it'd be the second check, but she said you guys can, um... She told me that we could opt out if you got other coverage and I, and I told her, "Yeah." And so that's when she gave me the paper to call you guys and stuff like that. I mean, to tell me to call y'all to op out.

Speaker speaker_1: Yes, sir. So we're not the staffing company. We're just an account administrator. We're a third party. Our system and their system don't process the same. They're different systems.

Speaker speaker_0: Yes.

Speaker speaker_1: As far as the deduction goes, we don't have access to that pay stub. Your staffing company is the one adopting it, but you guys are advised to call so that we can decline in the event that you don't want it. As of right now your options are either providing your full Social to make an account. If you do not feel comfortable doing it in a recorded line, then I will be calling in throughout the week to see when we have it.

Speaker speaker_0: Oh.

Speaker speaker_2: We definitely have to wait until it kicks in.

Speaker speaker_0: I guess I'm, I guess I'm gonna have to, I'm guessing-

Speaker speaker_2: Yeah.

Speaker speaker_0: I'm guessing I'm gonna have to wait till it kicks in, then I might have to cancel it then, wait till it kicks in, 'cause I just, I just got done talking to her so, and she was telling me, so I guess I'm... Can I, can I just wait till it kick in and then cancel it?

Speaker speaker_1: Yes, sir. You can wait till it gets enrolled and then cancel it, but that is going to take seven to 10 business days to process for the cancellation or you can just simply call in throughout the week. Um, 'cause it doesn't mean that necessarily we won't get it for the whole week. It just means that as of right now at this moment, it's not in our system yet. But you can call in the-

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: ... same day, um, if you want to call in Wednesday to check, you're more than welcome to.

Speaker speaker_0: Yes, ma'am. I would like to do that. Thank you.

Speaker speaker_1: Of course. Was there anything else that we can assist you with today?

Speaker speaker_0: No, ma'am. That was it.

Speaker speaker_1: All right, Mr. Greer and our hours of operations are 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays. So we'll be closed off Saturday, Sunday.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker_0: Thank you. Goodbye.

Speaker speaker_1: Bye-bye.