

## **Transcript: Franchesca**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... your call today. Hi, ma'am. I was calling to, um, opt out of my benefits in the card. Okay. So it would just be your regular benefits with your staffing company. Benefits and our card is the administrator. What is the last four of the social and the staffing company you work with? I work for Integrity Trade Services. My last four is 7546. And what is your last name? Rangel, R-A-N-G-E-L. L as in Lily. Could you verify your mailing address and date of birth? Uh, 1301 Andrew Avenue, La Porte, Indiana, 46350. And 10-30-1977. Do you have a different address, maybe it's an old address? Um, uh, 1607 Maple Garden Drive? Yes, sir. And then I have your best contact number, 380-7617. Uh, no, that, that's an old, the old number. Do you need me to forward it to you? That's an old address as well. Yes, please. Okay. What will be the new phone number? Uh, 219-851-3362. Okay. And then the city for 1301 Andrew Avenue is in La Porte as well? Yes, ma'am. Zip code's 46350. Okay. And then I have your email down as spangel5@yahoo.com. Yes, ma'am. That's correct. So you haven't had benefits with Integrity Trade Services since 2022, sir. There is no active policy to cancel. Okay. Yeah, 'cause I just, um, started with them. I'm supposed to be getting my first check tomorrow and I got a booklet from them, said, um, you know, to call this number if you didn't want, if you wanted to opt out into, um, you know, the benefits. They said if not, then they usually take money outta your check or something. Yeah. So that would be... And it only really takes effect when you're a new hire with them. Yeah, I have hired with them. If you're a- I worked there for a week. Yes, sir. But you are a rehire. You've been with this company before in your whole life. Yeah. Correct. So you're a rehire. The system won't process that auto enrollment, but I'll do a declination just to be sure for you. Okay. Was there anything else that I can assist you with today? No, ma'am. That'll be it. Appreciate your time. No problem. Have a wonderful rest of your day. Thank you, you too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... your call today.

Speaker speaker\_2: Hi, ma'am. I was calling to, um, opt out of my benefits in the card.

Speaker speaker\_1: Okay. So it would just be your regular benefits with your staffing company. Benefits and our card is the administrator. What is the last four of the social and the staffing company you work with?

Speaker speaker\_2: I work for Integrity Trade Services. My last four is 7546.

Speaker speaker\_1: And what is your last name?

Speaker speaker\_2: Rangel, R-A-N-G-E-L. L as in Lily.

Speaker speaker\_1: Could you verify your mailing address and date of birth?

Speaker speaker\_2: Uh, 1301 Andrew Avenue, La Porte, Indiana, 46350. And 10-30-1977.

Speaker speaker\_1: Do you have a different address, maybe it's an old address?

Speaker speaker\_2: Um, uh, 1607 Maple Garden Drive?

Speaker speaker\_1: Yes, sir. And then I have your best contact number, 380-7617.

Speaker speaker\_2: Uh, no, that, that's an old, the old number.

Speaker speaker\_1: Do you need me to forward it to you?

Speaker speaker\_2: That's an old address as well. Yes, please.

Speaker speaker\_1: Okay. What will be the new phone number?

Speaker speaker\_2: Uh, 219-851-3362.

Speaker speaker\_1: Okay. And then the city for 1301 Andrew Avenue is in La Porte as well?

Speaker speaker\_2: Yes, ma'am. Zip code's 46350.

Speaker speaker\_1: Okay. And then I have your email down as spangel5@yahoo.com.

Speaker speaker\_2: Yes, ma'am. That's correct.

Speaker speaker\_1: So you haven't had benefits with Integrity Trade Services since 2022, sir. There is no active policy to cancel.

Speaker speaker\_2: Okay. Yeah, 'cause I just, um, started with them. I'm supposed to be getting my first check tomorrow and I got a booklet from them, said, um, you know, to call this number if you didn't want, if you wanted to opt out into, um, you know, the benefits. They said if not, then they usually take money outta your check or something.

Speaker speaker\_1: Yeah. So that would be... And it only really takes effect when you're a new hire with them.

Speaker speaker\_2: Yeah, I have hired with them.

Speaker speaker\_1: If you're a-

Speaker speaker\_2: I worked there for a week.

Speaker speaker\_1: Yes, sir. But you are a rehire. You've been with this company before in your whole life.

Speaker speaker\_2: Yeah. Correct.

Speaker speaker\_1: So you're a rehire. The system won't process that auto enrollment, but I'll do a declination just to be sure for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else that I can assist you with today?

Speaker speaker\_2: No, ma'am. That'll be it. Appreciate your time.

Speaker speaker\_1: No problem. Have a wonderful rest of your day.

Speaker speaker\_2: Thank you, you too.