

Transcript: Francesca

Baez-5991942855278592-6164685500399616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Francesca. How can I assist you today? Yes, ma'am. I wanted to opt out of the Benefits Center Card. What staffing company do you work with? American Staffing Corp. What are the last four of your Social? 2905. Did you just finish filling out their application recently? Yeah. I got put on a, uh, uh, assignment already. Okay. So they have not sent over your files yet. We don't have it due to the fact that on our system we don't have any file at all with those last four of the Social, so it could be that we just haven't gotten it yet. Um, that gives you two options. We can either make the file, which I will need your full Social for. If you don't feel comfortable providing it, then you will just have to keep calling in throughout the week to see when we receive the file so we can decline enrollment. Okay. Thank you. No problem. Was there anything else I can assist you with today? Nothing. I hope you have a wonderful rest of your day. And you. Bye-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 Center Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. I wanted to opt out of the Benefits Center Card.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: American Staffing Corp.

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

Speaker speaker_2: 2905.

Speaker speaker_1: Did you just finish filling out their application recently?

Speaker speaker_2: Yeah. I got put on a, uh, uh, assignment already.

Speaker speaker_1: Okay. So they have not sent over your files yet. We don't have it due to the fact that on our system we don't have any file at all with those last four of the Social, so it could be that we just haven't gotten it yet. Um, that gives you two options. We can either make the file, which I will need your full Social for. If you don't feel comfortable providing it, then you will just have to keep calling in throughout the week to see when we receive the file so we can

decline enrollment.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Was there anything else I can assist you with today?

Speaker speaker_2: Nothing.

Speaker speaker_1: I hope you have a wonderful rest of your day.

Speaker speaker_2: And you. Bye-bye.