

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for going to Benefits UNoCalm. My name is Francesca ■. How can I assist you today? Hey, Francesca. My name is Jason Roberts. I filled out my e-documents with Integrity Trade Services this morning. And for some reason it didn't allow me to opt out of, um, benefits, so I don't want the benefits, and they told me to give you guys a call. Okay. And I have to take a look and see if we have received the file. What are the last four of your Social? 6476. And your last name? Roberts. Another 6476? Yep. So we haven't received the file yet. The only way that I could decline auto enrollment will be by opening an account, and to open the account I will need a full Social to do so. So at this point if you feel comfortable- Open an account? Yes, sir. I have to open an account in our system because I don't have any way to process a declination. Um, that leaves you with two options at this moment. We can go ahead and make that file, which we will need the whole Social to open it. If you do not feel comfortable providing it on a recorded line, then it will just be you calling periodically throughout the weeks to see when we receive your file, your account itself. Okay. Well, I'll just give you a call back in the next couple of days. Understood. If you already have an assignment with Integrity Trade Solutions, more than likely if it doesn't pop up in our system prior to you receiving that first paycheck, it will more than likely be here after that first paycheck. Okay. Well, I'll just, I'll just keep calling you guys back. Understood. All right. Thanks, ma'am. I hope you have a wonderful rest of your day. All right. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for going to Benefits UNoCalm. My name is Francesca ■. How can I assist you today?

Speaker speaker_2: Hey, Francesca. My name is Jason Roberts. I filled out my e-documents with Integrity Trade Services this morning. And for some reason it didn't allow me to opt out of, um, benefits, so I don't want the benefits, and they told me to give you guys a call.

Speaker speaker_1: Okay. And I have to take a look and see if we have received the file. What are the last four of your Social?

Speaker speaker_2: 6476.

Speaker speaker_1: And your last name?

Speaker speaker_2: Roberts.

Speaker speaker_1: Another 6476?

Speaker speaker_2: Yep.

Speaker speaker_1: So we haven't received the file yet. The only way that I could decline auto enrollment will be by opening an account, and to open the account I will need a full Social to do so. So at this point if you feel comfortable-

Speaker speaker_2: Open an account?

Speaker speaker_1: Yes, sir. I have to open an account in our system because I don't have any way to process a declination. Um, that leaves you with two options at this moment. We can go ahead and make that file, which we will need the whole Social to open it. If you do not feel comfortable providing it on a recorded line, then it will just be you calling periodically throughout the weeks to see when we receive your file, your account itself.

Speaker speaker_2: Okay. Well, I'll just give you a call back in the next couple of days.

Speaker speaker_1: Understood. If you already have an assignment with Integrity Trade Solutions, more than likely if it doesn't pop up in our system prior to you receiving that first paycheck, it will more than likely be here after that first paycheck.

Speaker speaker_2: Okay. Well, I'll just, I'll just keep calling you guys back.

Speaker speaker_1: Understood. All right.

Speaker speaker_2: Thanks, ma'am.

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

Speaker speaker_2: All right. Bye.