

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits Unicomp. My name is Francesca. How can I assist you today? Yes, I want to, uh, decline, uh, y'all's medical coverage. Sure thing. I do just wanna clarify, it is not ours. We only administered it, so it will be your staffing company's benefits that we're declining. What staffing company do you work? American Staff Corp. And what are the last four of your Social? 4992. What is the last name? S- uh, Marshall. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? It's, uh, 1709 North Lynn Riggs Boulevard, Claremore, Oklahoma, 74017, 01121986. I have that as contact 405-863-2905. It's 868-0334. And we have your email down as first name, period, last name number two@icloud.com. Say again. Yes, sir. We have your email down as first name, period, last name number two@icloud.com. Uh, no. That's a different email too. Okay, which email would you like us to have on file? It's, uh, kingston.paislee, P-A-I-S-L-E-E, 2000@gmail.com. And you said that was 2000 at gmail.com? Yes. All right, so Mr. Marshall, you're actually a rehire with American StaffCorp. Auto-enrollment won't take effect with you anymore. It's only gonna take effect when you are a new hire with the company itself. So as of now- Okay. ... the only way that you will have coverage with them is if you specifically request for it. Okay. All right, thank you so much. Of course. Um, last thing I do wanna say, their system, however, once you do get that first paycheck if you're on assignment again, their system is gonna send you text messages, emails or automated calls saying that you are gonna be- Oh, yeah.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Unicomp. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I want to, uh, decline, uh, y'all's medical coverage.

Speaker speaker_0: Sure thing. I do just wanna clarify, it is not ours. We only administered it, so it will be your staffing company's benefits that we're declining. What staffing company do you work?

Speaker speaker_1: American Staff Corp.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 4992.

Speaker speaker_0: What is the last name?

Speaker speaker_1: S- uh, Marshall.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: It's, uh, 1709 North Lynn Riggs Boulevard, Claremore, Oklahoma, 74017, 01121986.

Speaker speaker_0: I have that as contact 405-863-2905.

Speaker speaker_1: It's 868-0334.

Speaker speaker_0: And we have your email down as first name, period, last name number two@icloud.com.

Speaker speaker_1: Say again.

Speaker speaker_0: Yes, sir. We have your email down as first name, period, last name number two@icloud.com.

Speaker speaker_1: Uh, no. That's a different email too.

Speaker speaker_0: Okay, which email would you like us to have on file?

Speaker speaker_1: It's, uh, kingston.paislee, P-A-I-S-L-E-E, 2000@gmail.com.

Speaker speaker_0: And you said that was 2000 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so Mr. Marshall, you're actually a rehire with American StaffCorp. Auto-enrollment won't take effect with you anymore. It's only gonna take effect when you are a new hire with the company itself. So as of now-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the only way that you will have coverage with them is if you specifically request for it.

Speaker speaker_1: Okay. All right, thank you so much.

Speaker speaker_0: Of course. Um, last thing I do wanna say, their system, however, once you do get that first paycheck if you're on assignment again, their system is gonna send you text messages, emails or automated calls saying that you are gonna be-

Speaker speaker_3: Oh, yeah.