

Transcript: Justin

Mills-4941956156932096-6397324682772480

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, this is Jessie Saik. I've been trying to log in, um, that, uh, website for tempstaff.net, the IAC, and I cannot get logged in. And, uh, they tell me, uh, just to call and, uh, wanted to decline the benefits. Yeah, I can opt you out over the phone. Um, so Temp Staff, you said? Yes, it's with Temp Staff. And what's the last four of your Social? I don't want to give that out. Um, well unfortunately in order to pull the file, I need the last four of the Social. Okay. Is there any way that someone can help me with the login, because I do know email address, and, uh, for some reason, it is not coming up, and then when I do my password... Okay. Um, now I may have to reach out to my IT department to have them reset the account for you. Um, what's your first and last name? Jessie Saik. Um, will you spell your last name for me please? S-A-I-K. S-A-I-K. And Jessie, J-E-S-S-I-E- Let me go in on my old, uh... Maybe back then I had an other email account, but it's not coming up with the, my email account. So, your first name JESSIE? Yes. Temp Staff. Needing to reset account. Okay, so what I'll go ahead and do, I'll reach out to my IT department and have them, um, reset the account for you, and then once I've received word back, I'll give you a call back. Is the number that you're calling from a good callback number for you, 750-2140? Yes, thank you. You're welcome. So like I said, once I do receive word back, I will give you that callback. Okay, Jessie? I appreciate it. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, this is Jessie Saik. I've been trying to log in, um, that, uh, website for tempstaff.net, the IAC, and I cannot get logged in. And, uh, they tell me, uh, just to call and, uh, wanted to decline the benefits.

Speaker speaker_0: Yeah, I can opt you out over the phone. Um, so Temp Staff, you said?

Speaker speaker_1: Yes, it's with Temp Staff.

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

Speaker speaker_1: I don't want to give that out.

Speaker speaker_0: Um, well unfortunately in order to pull the file, I need the last four of the Social.

Speaker speaker_1: Okay. Is there any way that someone can help me with the login, because I do know email address, and, uh, for some reason, it is not coming up, and then when I do my password...

Speaker speaker_0: Okay. Um, now I may have to reach out to my IT department to have them reset the account for you. Um, what's your first and last name?

Speaker speaker_1: Jessie Saik.

Speaker speaker_0: Um, will you spell your last name for me please?

Speaker speaker_1: S-A-I-K.

Speaker speaker_0: S-A-I-K. And Jessie, J-E-S-S-I-E-

Speaker speaker_1: Let me go in on my old, uh... Maybe back then I had an other email account, but it's not coming up with the, my email account.

Speaker speaker_0: So, your first name JESSIE?

Speaker speaker_1: Yes.

Speaker speaker_0: Temp Staff. Needing to reset account. Okay, so what I'll go ahead and do, I'll reach out to my IT department and have them, um, reset the account for you, and then once I've received word back, I'll give you a call back. Is the number that you're calling from a good callback number for you, 750-2140?

Speaker speaker_1: Yes, thank you.

Speaker speaker_0: You're welcome. So like I said, once I do receive word back, I will give you that callback. Okay, Jessie?

Speaker speaker_1: I appreciate it. Thank you. Bye-bye.