

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. How are you doing today? I'm doing pretty well, and yourself? I'm doing good. Um, I was calling because I think this is, like, a, um, benefit, like, with health insurance, like health, and, um, like young people, and I would like to kind of decline it. I just started with a, um, agency. Yeah, what's the name of that staffing agency? It's Excelsior Staffing. Seltzer Staffing? Yes, I think. E- it's like E-X-C... Hmm, let me check my OASIS list. I've never heard of them. Um, do you think they go by a different name? Um, nope, let me see. E-X... Yeah, it's E-X-C-E-L-S-I-O-R. Hm, yeah, I'm not seeing that on my OASIS list at all. And, um, I work for the company, um,..... Um, is it through Partners Personnel? You said what, now? I said, Partners Personnel? Um, I used to work for Partner Personnel, but I'm no longer working there, so that's probably where it's from. I just got a message. Okay, because we are clients with Partners Personnel, but that other staffing agency, I've never heard of them before. Oh, okay. Okay. Well, I no longer work for them anyway, so... Okay, well since you said you no longer work with them- Yeah. Okay. If you received a text message from Partners regarding anything about benefits, I'd go ahead and disregard it since you stated you're no longer working with them. Oh, okay. Okay. Is there anything else I can help you out with today? Oh, no, that was it, because I was just trying to make sure. I thought it was from the staff agent I'm working with now, and I, and I know they supposed to send something. I just glanced and seen an 800 number by benefits, and I was like, let me decline because I don't want them automatically taken out of my account. I totally understand. Well, you have a wonderful day, okay? You too. Bye. All right, 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. How are you doing today?

Speaker speaker_0: I'm doing pretty well, and yourself?

Speaker speaker_1: I'm doing good. Um, I was calling because I think this is, like, a, um, benefit, like, with health insurance, like health, and, um, like young people, and I would like to kind of decline it. I just started with a, um, agency.

Speaker speaker_0: Yeah, what's the name of that staffing agency?

Speaker speaker_1: It's Excelsior Staffing.

Speaker speaker_0: Seltzer Staffing?

Speaker speaker_1: Yes, I think. E- it's like E-X-C...

Speaker speaker_0: Hmm, let me check my OASIS list. I've never heard of them. Um, do you think they go by a different name?

Speaker speaker_1: Um, nope, let me see. E-X... Yeah, it's E-X-C-E-L-S-I-O-R.

Speaker speaker_0: Hm, yeah, I'm not seeing that on my OASIS list at all.

Speaker speaker_1: And, um, I work for the company, um,.....

Speaker speaker_0: Um, is it through Partners Personnel?

Speaker speaker_1: You said what, now?

Speaker speaker_0: I said, Partners Personnel?

Speaker speaker_1: Um, I used to work for Partner Personnel, but I'm no longer working there, so that's probably where it's from. I just got a message.

Speaker speaker_0: Okay, because we are clients with Partners Personnel, but that other staffing agency, I've never heard of them before.

Speaker speaker_1: Oh, okay. Okay. Well, I no longer work for them anyway, so...

Speaker speaker_0: Okay, well since you said you no longer work with them-

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. If you received a text message from Partners regarding anything about benefits, I'd go ahead and disregard it since you stated you're no longer working with them.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: Is there anything else I can help you out with today?

Speaker speaker_1: Oh, no, that was it, because I was just trying to make sure. I thought it was from the staff agent I'm working with now, and I, and I know they supposed to send something. I just glanced and seen an 800 number by benefits, and I was like, let me decline because I don't want them automatically taken out of my account.

Speaker speaker_0: I totally understand. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right, bye-bye.