

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Uh, hi. Yes. I just received a voicemail on my phone from, um, from, I believe his name is Malcolm. Okay. Do you know what the voicemail said? Um, it says something about, uh, in... Something about leaving a form blank of enrollment or, of something. Um, yeah. So we were just making an outbound call to you regarding an enrollment form we received from your employer. So we just wanted to confirm whether if you wanted to enroll in the benefits or if you wanted to opt out of benefits offered through them. Um, uh, could you tell me the, uh, employer's name or company? Um, is it a staffing agency that you, that you recently applied with? Uh, yes. Uh, let's see here. 'Cause we work with multiple different staffing agencies. Um, what's that staffing agency you did apply to? Um, I, I've actually applied to a few different ones, I'm not gonna lie to you. Okay. So- Uh, Time Staffing, Cardinal Staffing- Okay. We do... So we work with Time Staffing, um, so they go by Hamilton/Ryker. Um, so let's see. Okay. Yep. That's, that's, that's, that's what it said on my thing. Hamilton/Ryker. Okay. Yeah. So we just wanted to confirm if you wanted to enroll into their benefits or if you wanted to opt out since you left the enrollment form blank. Uh, into they benefits? Correct, like health insurance. Well, um, yeah, no. I'm not gonna enroll in, uh, in, into it. No worries. Um, I can opt you out of it. So, uh, Time Staffing, what's the last four of your social? Uh, 3-8-7-9. But I did put dental down. Okay, so do you want dental? Yes, I want dental. Okay. Let's see here. And what was your first and last name? Ashay Trotter. And for security purposes, can you verify your home address, including city, state and zip code, Ashay? Uh, 1335 West Sylvania Avenue, Apartment 2, Toledo, Ohio 43612. And your date of birth? May 20th, 1992. And a good telephone number I have is -502-6220? Yes. And the email I have is ashaytrotter@gmail.com? Yes. Okay, so let's see here. So just dental for employee only? Anything else, or no? Um, not at the moment, no. Okay, so doing dental for employee only would make your total deduction \$3.38 per week. Do you authorize Time Staffing to make that deduction for you? Yes. Okay. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of that \$3.83 come off your... or 38 cents come off your paycheck, coverage begins the Monday we receive that deduction from Time Staffing. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. But other than that, Ashay, is there anything else I can help you out with today? Um, no, that's all. Awesome. Well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, okay? You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, hi. Yes. I just received a voicemail on my phone from, um, from, I believe his name is Malcolm.

Speaker speaker_0: Okay. Do you know what the voicemail said?

Speaker speaker_1: Um, it says something about, uh, in... Something about leaving a form blank of enrollment or, of something.

Speaker speaker_0: Um, yeah. So we were just making an outbound call to you regarding an enrollment form we received from your employer. So we just wanted to confirm whether if you wanted to enroll in the benefits or if you wanted to opt out of benefits offered through them.

Speaker speaker_1: Um, uh, could you tell me the, uh, employer's name or company?

Speaker speaker_0: Um, is it a staffing agency that you, that you recently applied with?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Uh, let's see here. 'Cause we work with multiple different staffing agencies. Um, what's that staffing agency you did apply to?

Speaker speaker_1: Um, I, I've actually applied to a few different ones, I'm not gonna lie to you.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Uh, Time Staffing, Cardinal Staffing-

Speaker speaker_0: Okay. We do... So we work with Time Staffing, um, so they go by Hamilton/Ryker. Um, so let's see.

Speaker speaker_1: Okay. Yep. That's, that's, that's, that's what it said on my thing. Hamilton/Ryker.

Speaker speaker_0: Okay. Yeah. So we just wanted to confirm if you wanted to enroll into their benefits or if you wanted to opt out since you left the enrollment form blank.

Speaker speaker_1: Uh, into they benefits?

Speaker speaker_0: Correct, like health insurance.

Speaker speaker_1: Well, um, yeah, no. I'm not gonna enroll in, uh, in, into it.

Speaker speaker_0: No worries. Um, I can opt you out of it. So, uh, Time Staffing, what's the last four of your social?

Speaker speaker_1: Uh, 3-8-7-9. But I did put dental down.

Speaker speaker_0: Okay, so do you want dental?

Speaker speaker_1: Yes, I want dental.

Speaker speaker_0: Okay. Let's see here. And what was your first and last name?

Speaker speaker_1: Ashay Trotter.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Ashay?

Speaker speaker_1: Uh, 1335 West Sylvania Avenue, Apartment 2, Toledo, Ohio 43612.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 20th, 1992.

Speaker speaker_0: And a good telephone number I have is -502-6220?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is ashaytrotter@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So just dental for employee only? Anything else, or no?

Speaker speaker_1: Um, not at the moment, no.

Speaker speaker_0: Okay, so doing dental for employee only would make your total deduction \$3.38 per week. Do you authorize Time Staffing to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of that \$3.83 come off your... or 38 cents come off your paycheck, coverage begins the Monday we receive that deduction from Time Staffing. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. But other than that, Ashay, is there anything else I can help you out with today?

Speaker speaker_1: Um, no, that's all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and Occur. And I hope you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.