

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yes, Justin. I need to, uh, decline benefits from my, uh... from being taken from my check. Okay. What's the staffing agency you work for? American Staffing Corp. And the last four of your Social? Uh, it is 0992. And your first and last name? Noah Richerson. R-I-C-H-E-R-S-O-N. And for security purposes, could you verify your home address, including city, state and zip code, Noah? 8204 North 125th East Avenue, Owasso, Oklahoma 74055. May I confirm your date of birth? 04/25/04. And a good telephone number have as 859-9314. That is it. And the email I have is noah.richerson@yahoo.com? Correct. Okay, so looking at the file, it looks like you have a pending request sent for enrollment; however, I'll go ahead and cancel that for you. But I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay, Noah? Well, see, that's the thing. I called once before, and they told me that... I mean, called your number, and the lady I spoke to said that they didn't have a file for me yet. And so American Staffing Corp told me to, uh, wait until, you know, past yesterday to call and, and make sure it happens then. So what's the, what's the one charge that's gonna come from it? So I do know American Staff Corp automatically enrolls their new hires into a medical plan after their first paycheck. So, um, that's probably what that is. Um, so the reason why you called the other day and there was no file for you yet, we had to create a file to opt you out of the automatic enrollment before you received your- Right. ... paycheck. And you never created the file, so you were auto-enrolled. Okay. Well, how much is the, the amount that's gonna come out of this next check? Um, let's see here. \$16.85. All right. Yep. Is there anything else I can assist you with today, Noah? No, I don't guess so. Awesome. Well, you have a wonderful day, okay? All right. Thank you. Bye. 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: Yes, Justin. I need to, uh, decline benefits from my, uh... from being taken from my check.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: American Staffing Corp.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, it is 0992.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Noah Richerson. R-I-C-H-E-R-S-O-N.

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

Speaker speaker_1: 8204 North 125th East Avenue, Owasso, Oklahoma 74055.

Speaker speaker_0: May I confirm your date of birth?

Speaker speaker_1: 04/25/04.

Speaker speaker_0: And a good telephone number have as 859-9314.

Speaker speaker_1: That is it.

Speaker speaker_0: And the email I have is noah.richerson@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so looking at the file, it looks like you have a pending request sent for enrollment; however, I'll go ahead and cancel that for you. But I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay, Noah?

Speaker speaker_1: Well, see, that's the thing. I called once before, and they told me that... I mean, called your number, and the lady I spoke to said that they didn't have a file for me yet. And so American Staffing Corp told me to, uh, wait until, you know, past yesterday to call and, and make sure it happens then. So what's the, what's the one charge that's gonna come from it?

Speaker speaker_0: So I do know American Staff Corp automatically enrolls their new hires into a medical plan after their first paycheck. So, um, that's probably what that is. Um, so the reason why you called the other day and there was no file for you yet, we had to create a file to opt you out of the automatic enrollment before you received your-

Speaker speaker_1: Right.

Speaker speaker_0: ... paycheck. And you never created the file, so you were auto-enrolled.

Speaker speaker_1: Okay. Well, how much is the, the amount that's gonna come out of this next check?

Speaker speaker_0: Um, let's see here. \$16.85.

Speaker speaker_1: All right.

Speaker speaker_0: Yep. Is there anything else I can assist you with today, Noah?

Speaker speaker_1: No, I don't guess so.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thank you. Bye.

Speaker speaker_0: All right. Bye-bye.