

## Transcript: Malcolm

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### Full Transcript

... benefits clinic. This is Malcolm, how can I help you? Hi. Um, I wanted to see, I work for Upshift and it's a gig app, and they automatically enroll you in insurance. And I don't want to work any jobs if they're charging me for insurance, because I already have insurance through my regular job. So, you... Are you, are you saying you don't want the job or are you saying you want to decline the coverage? I want to decline the coverage. All right. What staffing company you say you work for? Upshift. Is there another name for them? Uh, not that I am aware of. You said Upshift? Yeah. My, uh, my W-2 came from... Uh, let me see if I can look. What's the last four of your Social? 6694. First name? Tristitia. Sorry, did you say Patricia? Tristitia. T-R-I-S-T-I-T-I-A. Can you spell it one more time for me? T-R-I-S-T-I-T-I-A. And my last name was Owen, but I just got married so it could be under Tilme, because it's been changed in the app. Or at least I submitted it for change. Mm. You said the last four of your Social is 6694? Yeah, 6694. Are you a brand new hire? No, I've been working for them since 2021, I think. You're not showing up in the system for some reason. Okay. What's your... You said the last four are 6649? No, 6694. And what was... You said it's not Owens, what's the other last name? Tilme, T-I-L-M-E or Owen, O-W-E-N. No S. Yeah, you're not, you're not showing up in the system. Would you like me to... I'm not sure which staffing company you work for. You said Up... Most people go by- Upshift. U-P-S-H-I-F-T, Upshift. It's in Columbus, Ohio. Hmm. Yeah, we don't have anybody with an A-list of that. Okay. I'm not... Are you sure they don't have a name? Uh, not that I know of, but let me look here. I'll see. Let me see what my- Definitely one of our... Definitely one of our staffing companies if you have our phone number. Yeah, I can call back. That's fine. I'll have to, uh... This is the number they gave me to call and cancel. I mean, decline it, so... Yes, ma'am. People... Yeah, I was about to say, it's definitely one of our staffing companies. I'm not sure what name. You said Upstaff? Upshift. Upshift. S-H-I-F-T, like you work at WorkShift. Yeah. Oh, Upshift. Let me see. Yeah. Let me see here. And if I push on rehost. Yeah, that's fine. Thank you. Are you there, ma'am? Yeah. Were you able to find anything? It might be, uh, maybe it's Advantage Workforce. Advantage Workforce? That's where I get... Yeah, that's who my W-2 came from. Is it Advantage Workforce or Advantage Service Group? Uh, let me look. Hmm. Advantage Workforce Services, LLC. San Francisco, California. Hmm. Yeah, I'm not... We're not showing... I'm not seeing any staffing companies by that name. Okay. I'm going to... I don't want- Okay. I don't want to put you in a wrong... I don't want to add you in a system under a staffing company that is... You're not working for. So, the only one that we have is Advantage Service Group that I'm seeing. Okay. And I have, uh, one from Upshift Work, LLC. Upshift Work LLC. That's in Cincinnati, Ohio. Hmm. I'm not sure. I'm not familiar with those. Um, could you- Okay. What you can do is just reach out to your staffing company and see what they... And ask them, what would you tell us? Because I'm not sure. Okay. I don't want to add you under another staffing

company. May that not be the company you work for. So yeah, once you, once you- Okay. ... reach home then give us a call back. Okay. We can get that declined for you. Thank you. So we're open until 8:00 p.m. Eastern Time. Okay. Thank you. No problem. Have a good day. You too, ma'am. Thank you. Thanks. Bye. Bye.

## Conversation Format

Speaker speaker\_0: ... benefits clinic. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi. Um, I wanted to see, I work for Upshift and it's a gig app, and they automatically enroll you in insurance. And I don't want to work any jobs if they're charging me for insurance, because I already have insurance through my regular job.

Speaker speaker\_0: So, you... Are you, are you saying you don't want the job or are you saying you want to decline the coverage?

Speaker speaker\_1: I want to decline the coverage.

Speaker speaker\_0: All right. What staffing company you say you work for?

Speaker speaker\_1: Upshift.

Speaker speaker\_0: Is there another name for them?

Speaker speaker\_1: Uh, not that I am aware of.

Speaker speaker\_0: You said Upshift?

Speaker speaker\_1: Yeah. My, uh, my W-2 came from... Uh, let me see if I can look.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 6694.

Speaker speaker\_0: First name?

Speaker speaker\_1: Tristitia.

Speaker speaker\_0: Sorry, did you say Patricia?

Speaker speaker\_1: Tristitia. T-R-I-S-T-I-T-I-A.

Speaker speaker\_0: Can you spell it one more time for me?

Speaker speaker\_1: T-R-I-S-T-I-T-I-A. And my last name was Owen, but I just got married so it could be under Tilme, because it's been changed in the app. Or at least I submitted it for change.

Speaker speaker\_0: Mm. You said the last four of your Social is 6694?

Speaker speaker\_1: Yeah, 6694.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: No, I've been working for them since 2021, I think.

Speaker speaker\_0: You're not showing up in the system for some reason.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's your... You said the last four are 6649?

Speaker speaker\_1: No, 6694.

Speaker speaker\_0: And what was... You said it's not Owens, what's the other last name?

Speaker speaker\_1: Tilme, T-I-L-M-E or Owen, O-W-E-N. No S.

Speaker speaker\_0: Yeah, you're not, you're not showing up in the system. Would you like me to... I'm not sure which staffing company you work for. You said Up... Most people go by-

Speaker speaker\_1: Upshift. U-P-S-H-I-F-T, Upshift. It's in Columbus, Ohio.

Speaker speaker\_0: Hmm. Yeah, we don't have anybody with an A-list of that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not... Are you sure they don't have a name?

Speaker speaker\_1: Uh, not that I know of, but let me look here. I'll see. Let me see what my-

Speaker speaker\_0: Definitely one of our... Definitely one of our staffing companies if you have our phone number.

Speaker speaker\_1: Yeah, I can call back. That's fine. I'll have to, uh... This is the number they gave me to call and cancel. I mean, decline it, so...

Speaker speaker\_0: Yes, ma'am. People... Yeah, I was about to say, it's definitely one of our staffing companies. I'm not sure what name. You said Upstaff?

Speaker speaker\_1: Upshift. Upshift. S-H-I-F-T, like you work at WorkShift. Yeah.

Speaker speaker\_0: Oh, Upshift. Let me see.

Speaker speaker\_1: Yeah. Let me see here.

Speaker speaker\_0: And if I push on rehost.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Thank you. Are you there, ma'am?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Were you able to find anything?

Speaker speaker\_1: It might be, uh, maybe it's Advantage Workforce.

Speaker speaker\_0: Advantage Workforce?

Speaker speaker\_1: That's where I get... Yeah, that's who my W-2 came from.

Speaker speaker\_0: Is it Advantage Workforce or Advantage Service Group?

Speaker speaker\_1: Uh, let me look. Hmm. Advantage Workforce Services, LLC. San Francisco, California.

Speaker speaker\_0: Hmm. Yeah, I'm not... We're not showing... I'm not seeing any staffing companies by that name.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm going to... I don't want-

Speaker speaker\_1: Okay.

Speaker speaker\_0: I don't want to put you in a wrong... I don't want to add you in a system under a staffing company that is... You're not working for. So, the only one that we have is Advantage Service Group that I'm seeing.

Speaker speaker\_1: Okay. And I have, uh, one from Upshift Work, LLC.

Speaker speaker\_0: Upshift Work LLC.

Speaker speaker\_1: That's in Cincinnati, Ohio.

Speaker speaker\_0: Hmm. I'm not sure. I'm not familiar with those. Um, could you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: What you can do is just reach out to your staffing company and see what they... And ask them, what would you tell us? Because I'm not sure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I don't want to add you under another staffing company. May that not be the company you work for. So yeah, once you, once you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... reach home then give us a call back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We can get that declined for you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: So we're open until 8:00 p.m. Eastern Time.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Have a good day.

Speaker speaker\_0: You too, ma'am. Thank you.

Speaker speaker\_1: Thanks. Bye.

Speaker speaker\_0: Bye.