

Transcript: Malcolm

Nash-6511969862991872-5244742044008448

Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Uh, yeah, I'm, uh, Malcolm, I'm having, I'm having, um, issues with understanding what this is. I'm, I'm going through an application process through a temporary agency, and on the general information, they're asking to change or cancel my... I, I'm really not sure what this is. I know it's a benefit like sponsored. I'm, I'm assuming it's got something to do with health insurance. Um- Yes, ma'am. But... Yeah, but I'm, I'm not getting it and I answered no on here, and then when I scrolled down it asks for changes or cancellations. I don't know. It... I don't know. It says, "Employee sponsored plans." I select no, and then it asks me for changes or cancellations- ... you must mark a box, change or cancel, and then they go through a reference form. I tried to call the temporary agency, Malcolm, but they're not answering, so I, I don't know what to put in here. All right. Well, sir are you trying to just decline their health insurance? Yes. All right. What staffing company do you work for? Uh, well, it's Staffing Pro in Biloxi. Staffing Pro. You're Staff Pro? Yeah. StaffPro, yes. Okay. So it doesn't look like they auto enroll. What's the last four of your social? Is that something I have to give or... I'm looking up your, your account. Um, yeah. 22757. First name? Elbert. So you a brand new hire? I don't know if I'm hired or not. I, I... This is my first time even being here and even going through this process. I'm just... I, I don't know, man. Right. So, it didn't seem like you were comfortable giving me your... The last four of your social. If I... I can add you in the system over the phone, but that will require that you give me your full social. If you, if you don't feel comfortable doing so, I would recommend reaching out to your staffing company, 'cause I wouldn't be able to assist you any further without just creating an account for you. All right. I certainly appreciate it, Malcolm. Enjoy your shift, man. You too, man. Thank you. You have a great day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, yeah, I'm, uh, Malcolm, I'm having, I'm having, um, issues with understanding what this is. I'm, I'm going through an application process through a temporary agency, and on the general information, they're asking to change or cancel my... I, I'm really not sure what this is. I know it's a benefit like sponsored. I'm, I'm assuming it's got something to do with health insurance. Um-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: But... Yeah, but I'm, I'm not getting it and I answered no on here, and then when I scrolled down it asks for changes or cancellations. I don't know. It... I don't know. It says, "Employee sponsored plans." I select no, and then it asks me for changes or cancellations- ... you must mark a box, change or cancel, and then they go through a reference form. I tried to call the temporary agency, Malcolm, but they're not answering, so I, I don't know what to put in here.

Speaker speaker_0: All right. Well, sir are you trying to just decline their health insurance?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, well, it's Staffing Pro in Biloxi.

Speaker speaker_0: Staffing Pro. You're Staff Pro?

Speaker speaker_1: Yeah. StaffPro, yes.

Speaker speaker_0: Okay. So it doesn't look like they auto enroll. What's the last four of your social?

Speaker speaker_1: Is that something I have to give or...

Speaker speaker_0: I'm looking up your, your account.

Speaker speaker_1: Um, yeah. 22757.

Speaker speaker_0: First name?

Speaker speaker_1: Elbert.

Speaker speaker_0: So you a brand new hire?

Speaker speaker_1: I don't know if I'm hired or not. I, I... This is my first time even being here and even going through this process. I'm just... I, I don't know, man.

Speaker speaker_0: Right. So, it didn't seem like you were comfortable giving me your... The last four of your social. If I... I can add you in the system over the phone, but that will require that you give me your full social. If you, if you don't feel comfortable doing so, I would recommend reaching out to your staffing company, 'cause I wouldn't be able to assist you any further without just creating an account for you.

Speaker speaker_1: All right. I certainly appreciate it, Malcolm. Enjoy your shift, man.

Speaker speaker_0: You too, man. Thank you. You have a great day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.