

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I was just calling because I, uh, uh, fill out some paperwork and I, I, I just wanted to make sure I was opted out of my medical. If- Okay. ... I give you my name can you- I need- Okay, my name is- ... the name of the staffing agency that you work for- Okay. ... and- Okay. ... And the last four- This is through... And the last part? Go ahead. Four digits of your social. Okay. The co- Okay. It's American Staff Corp. Okay. And it's 1379. Your first and last name. What's that? Your first and last name. Oh, Carlos Espinales. E-S-P-I-N-A-L-E-S. And you said the last four is 1379? 1379, yeah. When did you start working for Staff Corp? Well, I'm working for, for, uh, a golf course, Pay- Paige Belcher but this company's managing that, that, uh, golf course. Okay. Sir. Yeah. When did you start working through the staffing agency? They just started, they doing the transaction right now- Okay so since you don't have a new file- ... under new management, so it's the new- I'm trying to find your file in the system. And there's no file on my- So say it please. Okay. All right. Listen, um, so I'm trying to find your file in the system. I do not- All right. ... get any file under your name. If you would like we could go ahead and create a file and decline the benefits, if you're willing to provide the personal information. Now we usually get the file, uh, like a week after you start working. So you have the choice that we could create the file today or you could give us a call like after you have a week working with the staffing agency. Okay. Okay. I think I'm gonna have to do it now because they taking over at the end of the month. All right. They just starting all the transactions right now, so. And they say I had a month to opt out, so by that time I might not be able to opt out. Okay. So American Staff Corp, hold on. Give me one second so we could create the file. Yeah. May I have the... Um, this time I'm gonna need the whole Social Security number. All right. It's 058501379. All right. 058501379. Yes. And can you repeat your first name for me please and last name? Carlos, oh, Espinales. E-S-P-I-N-A-L-E-S. Espinale is, is your last name, right? That's the last name. First name is Carlos. Okay. C-A-R-L-O-S. May I have your date of birth? Uh, June 9th, 1957. June... All right. And a mailing address. It's espinalessteve57@gmail. No, no. Mailing address. Oh, I'm sorry. 8005 South Peach Avenue, Broken Arrow, Oklahoma. ZIP code 74011. Is the telephone number you're calling, a good number to reach you, sir? Yes. All right. I'm gonna go ahead and decline the auto-enrollment. Is there anything else I can do for you, sir? Okay. That'd be all. Thank you. All right. Thank you for giving us a call. Have a good rest of the day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I was just calling because I, uh, uh, fill out some paperwork and I, I, I just wanted to make sure I was opted out of my medical. If-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I give you my name can you-

Speaker speaker_0: I need-

Speaker speaker_1: Okay, my name is-

Speaker speaker_0: ... the name of the staffing agency that you work for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... And the last four-

Speaker speaker_1: This is through... And the last part?

Speaker speaker_0: Go ahead. Four digits of your social.

Speaker speaker_1: Okay. The co- Okay. It's American Staff Corp.

Speaker speaker_0: Okay.

Speaker speaker_1: And it's 1379.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: What's that?

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Oh, Carlos Espinales. E-S-P-I-N-A-L-E-S.

Speaker speaker_0: And you said the last four is 1379?

Speaker speaker_1: 1379, yeah.

Speaker speaker_0: When did you start working for Staff Corp?

Speaker speaker_1: Well, I'm working for, for, uh, a golf course, Pay- Paige Belcher but this company's managing that, that, uh, golf course.

Speaker speaker_0: Okay. Sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: When did you start working through the staffing agency?

Speaker speaker_1: They just started, they doing the transaction right now-

Speaker speaker_0: Okay so since you don't have a new file-

Speaker speaker_1: ... under new management, so it's the new-

Speaker speaker_0: I'm trying to find your file in the system.

Speaker speaker_1: And there's no file on my-

Speaker speaker_0: So say it please. Okay. All right. Listen, um, so I'm trying to find your file in the system. I do not-

Speaker speaker_1: All right.

Speaker speaker_0: ... get any file under your name. If you would like we could go ahead and create a file and decline the benefits, if you're willing to provide the personal information. Now we usually get the file, uh, like a week after you start working. So you have the choice that we could create the file today or you could give us a call like after you have a week working with the staffing agency.

Speaker speaker_1: Okay. Okay. I think I'm gonna have to do it now because they taking over at the end of the month.

Speaker speaker_0: All right.

Speaker speaker_1: They just starting all the transactions right now, so. And they say I had a month to opt out, so by that time I might not be able to opt out.

Speaker speaker_0: Okay. So American Staff Corp, hold on. Give me one second so we could create the file.

Speaker speaker_1: Yeah.

Speaker speaker_0: May I have the... Um, this time I'm gonna need the whole Social Security number.

Speaker speaker_1: All right. It's 058501379.

Speaker speaker_0: All right. 058501379.

Speaker speaker_1: Yes.

Speaker speaker_0: And can you repeat your first name for me please and last name?

Speaker speaker_1: Carlos, oh, Espinales. E-S-P-I-N-A-L-E-S.

Speaker speaker_0: Espinale is, is your last name, right?

Speaker speaker_1: That's the last name. First name is Carlos.

Speaker speaker_0: Okay.

Speaker speaker_1: C-A-R-L-O-S.

Speaker speaker_0: May I have your date of birth?

Speaker speaker_1: Uh, June 9th, 1957.

Speaker speaker_0: June... All right. And a mailing address.

Speaker speaker_1: It's espinalesssteve57@gmail.

Speaker speaker_0: No, no. Mailing address.

Speaker speaker_1: Oh, I'm sorry. 8005 South Peach Avenue, Broken Arrow, Oklahoma. ZIP code 74011.

Speaker speaker_0: Is the telephone number you're calling, a good number to reach you, sir?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I'm gonna go ahead and decline the auto-enrollment. Is there anything else I can do for you, sir?

Speaker speaker_1: Okay. That'd be all. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a good rest of the day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.