

Transcript: Pamela

Blanc-4885393888165888-5155484408135680

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, this is... My name's David Herzog. H-E-R-Z-O-G. Can you repeat that, sir? Sorry. Is there any- Yes. Yes, it's David Herzog. H-E-R-Z, like zebra, O-G, like girl. Okay. And how may I help you? Well, I just recently took a job over at Paige Belcher and it's for, it's through American Staffing or something like that and, um, I think unless I call you, I just received my first check last Thursday, and unless I call you, um, you were going to extend benefits to me and, um, I'm, I'm old enough where I'm on Medicare, um, part A and B, so I don't, I don't want the benefits taken out of my check. So what do I need, what do you need from me? I need the last four digits of your Social and what's the name of the staffing agency? I think it's like American Staffing or something like that. AmeriStaff or something. Mm-hmm. All right. And the last four digits of your Social? It's 2-8-3-0. And when did you start working for them, sir? Uh, April 1st, 2025. Give me one second because I don't see... your information in the system. Give me one second. Okay. Okay, Mr. Herb. Okay. Mr. David, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Okay. My date of birth is September 8th, 1957, and my address is 12906 South 28th Place, Bixby, Oklahoma 74008. Thank you for the information. We have a phone number on file, 918-284-7075. That's correct. And your email is davidcharles, your last name, @gmail.com? Yes, that's right. All right. So, I could go ahead and cancel, um, the auto-enrollment. Um... Yes, please. So, they already have sent it, um... processed the auto-enrollment. We don't see any deduction yet, but it... so the cancellation does take one to two weeks. You might experience one deduction. I'm not sure. It might not happen. Sure. But I have to let you know just in case you see it, it's because the auto-enrollment was already processed. Yeah, they told me to wait until I get my first paycheck and then- Mm-hmm. ... just call you guys. So, um, I, I did get it last Thursday so I've, I've delayed it a couple of days, so I get it. But, yeah, if you can make sure that I, I don't get, uh, charged as soon as possible that, that would be fine. All right. Anything else I can do for you, sir? No, I really appreciate your help. Thank you very much. Am I gonna get- All right. ... any kind of confirmation email or anything on it, or no? Mm-hmm, usually they do not send it, but if you would like one I could request one for you and they will send it to your email. Um, I guess we wouldn't mind. It's not that big a deal, but yeah, if you can do it, that would be great. All right. No problem. It takes 24 to 48 hours for you to receive it and it will be coming in from info@benefitsinacar. Okay, great. I sure appreciate your help. Thank you very much. Thank you. Have a good day. Bye. Mm-hmm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, this is... My name's David Herzog. H-E-R-Z-O-G.

Speaker speaker_0: Can you repeat that, sir? Sorry. Is there any-

Speaker speaker_1: Yes. Yes, it's David Herzog. H-E-R-Z, like zebra, O-G, like girl.

Speaker speaker_0: Okay. And how may I help you?

Speaker speaker_1: Well, I just recently took a job over at Paige Belcher and it's for, it's through American Staffing or something like that and, um, I think unless I call you, I just received my first check last Thursday, and unless I call you, um, you were going to extend benefits to me and, um, I'm, I'm old enough where I'm on Medicare, um, part A and B, so I don't, I don't want the benefits taken out of my check. So what do I need, what do you need from me?

Speaker speaker_0: I need the last four digits of your Social and what's the name of the staffing agency?

Speaker speaker_1: I think it's like American Staffing or something like that. AmeriStaff or something.

Speaker speaker_0: Mm-hmm. All right. And the last four digits of your Social?

Speaker speaker_1: It's 2-8-3-0.

Speaker speaker_0: And when did you start working for them, sir?

Speaker speaker_1: Uh, April 1st, 2025.

Speaker speaker_0: Give me one second because I don't see... your information in the system. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, Mr. Herb. Okay. Mr. David, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Okay. My date of birth is September 8th, 1957, and my address is 12906 South 28th Place, Bixby, Oklahoma 74008.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 918-284-7075.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is davidcharles, your last name, @gmail.com?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: All right. So, I could go ahead and cancel, um, the auto-enrollment. Um...

Speaker speaker_1: Yes, please.

Speaker speaker_0: So, they already have sent it, um... processed the auto-enrollment. We don't see any deduction yet, but it... so the cancellation does take one to two weeks. You might experience one deduction. I'm not sure. It might not happen.

Speaker speaker_1: Sure.

Speaker speaker_0: But I have to let you know just in case you see it, it's because the auto-enrollment was already processed.

Speaker speaker_1: Yeah, they told me to wait until I get my first paycheck and then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... just call you guys. So, um, I, I did get it last Thursday so I've, I've delayed it a couple of days, so I get it. But, yeah, if you can make sure that I, I don't get, uh, charged as soon as possible that, that would be fine.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: No, I really appreciate your help. Thank you very much. Am I gonna get-

Speaker speaker_0: All right.

Speaker speaker_1: ... any kind of confirmation email or anything on it, or no?

Speaker speaker_0: Mm-hmm, usually they do not send it, but if you would like one I could request one for you and they will send it to your email.

Speaker speaker_1: Um, I guess we wouldn't mind. It's not that big a deal, but yeah, if you can do it, that would be great.

Speaker speaker_0: All right. No problem. It takes 24 to 48 hours for you to receive it and it will be coming in from info@benefitsinacar.

Speaker speaker_1: Okay, great. I sure appreciate your help. Thank you very much.

Speaker speaker_0: Thank you.

Speaker speaker_1: Have a good day. Bye.

Speaker speaker_0: Mm-hmm. Bye-bye.