

Transcript: Pamela

Blanc-5288837391007744-5974176732495872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hi. Yes. I was calling to cancel a, um, a charge for work. It's supposed to be, like, automatically charged. Who do you work for? Carlton Staffing or AOI. May I have the last four digits of your Social? 1731. 1731. And your first and last name? Kaylor Matthews. K-A-Y-L-O-R M-A-T-H-E-W-S. And when did you start working for Carlton? Well, I'm here at AOI, but, like, the... It's through Car- Carlton. Okay. So, we have not received yet your information. We usually, um, receive it, like, a week or so after you start working. If you would like, we could go ahead and create a file for you if you're willing to provide the personal information. If not, you could give us a call, like, a week after you start the job. Okay. I mean, I started, like, last Monday. But we... It's still... We have not received it. If you want to give us a call back, like, till Wednesday, and we- Okay. ... It might be in the system. Okay. I just get paid tomorrow, so I just wanted to go ahead and, um, cancel it right now. No problem. We could go ahead and create that file. May I have the whole Social Security number now? Yes. It is 641-94-1731. 1741? 31. I was like, well, it was 31 before. I'm sorry. I'm gonna read it back to you to make sure I have it correct. So it's 641-941-1731? Yes. Okay. So now I need, um, again, your first name? Kaylor. K-A-Y-L-O-R. Okay. And the last name? Matthews. M-A-T-H-E-W-S. I just want to make sure I have it correct. Okay. Your date of birth? 11/30/2004. All right, Miss Matthew. We're gonna need a mailing address. Like a email or my address? Your address. Okay. 1506 Brambleberry Drive. Um, what's the city? I'm sorry? The city and state you're located? Sugar Land, Texas. Zip code? I'm sorry. What did you say? Your zip code. My what? The zip code of, of your area. Oh, zip code. 77498. Is the phone number you're calling a good number to reach you? Yes. One second. All right, Miss Matthew. So I will go ahead and decline the auto enrollment. Is there anything else I could do for you? No, that's all. Thank you so much. Thank you for giving us a call today. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Yes. I was calling to cancel a, um, a charge for work. It's supposed to be, like, automatically charged.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Carlton Staffing or AOI.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 1731.

Speaker speaker_1: 1731. And your first and last name?

Speaker speaker_2: Kaylor Matthews. K-A-Y-L-O-R M-A-T-H-E-W-S.

Speaker speaker_1: And when did you start working for Carlton?

Speaker speaker_2: Well, I'm here at AOI, but, like, the... It's through Car- Carlton.

Speaker speaker_1: Okay. So, we have not received yet your information. We usually, um, receive it, like, a week or so after you start working. If you would like, we could go ahead and create a file for you if you're willing to provide the personal information. If not, you could give us a call, like, a week after you start the job.

Speaker speaker_2: Okay. I mean, I started, like, last Monday.

Speaker speaker_1: But we... It's still... We have not received it. If you want to give us a call back, like, till Wednesday, and we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... It might be in the system.

Speaker speaker_2: Okay. I just get paid tomorrow, so I just wanted to go ahead and, um, cancel it right now.

Speaker speaker_1: No problem. We could go ahead and create that file. May I have the whole Social Security number now?

Speaker speaker_2: Yes. It is 641-94-1731.

Speaker speaker_1: 1741?

Speaker speaker_2: 31.

Speaker speaker_1: I was like, well, it was 31 before. I'm sorry. I'm gonna read it back to you to make sure I have it correct. So it's 641-941-1731?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So now I need, um, again, your first name?

Speaker speaker_2: Kaylor. K-A-Y-L-O-R.

Speaker speaker_1: Okay. And the last name?

Speaker speaker_2: Matthews. M-A-T-H-E-W-S.

Speaker speaker_1: I just want to make sure I have it correct. Okay. Your date of birth?

Speaker speaker_2: 11/30/2004.

Speaker speaker_1: All right, Miss Matthew. We're gonna need a mailing address.

Speaker speaker_2: Like a email or my address?

Speaker speaker_1: Your address.

Speaker speaker_2: Okay. 1506 Brambleberry Drive.

Speaker speaker_1: Um, what's the city?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: The city and state you're located?

Speaker speaker_2: Sugar Land, Texas.

Speaker speaker_1: Zip code?

Speaker speaker_2: I'm sorry. What did you say?

Speaker speaker_1: Your zip code.

Speaker speaker_2: My what?

Speaker speaker_1: The zip code of, of your area.

Speaker speaker_2: Oh, zip code. 77498.

Speaker speaker_1: Is the phone number you're calling a good number to reach you?

Speaker speaker_2: Yes.

Speaker speaker_3: One second. All right, Miss Matthew. So I will go ahead and decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker_2: No, that's all. Thank you so much.

Speaker speaker_3: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too.