

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. I'm sorry? I can barely hear you. This is Pamela speaking. How may I help you? Hi, there. I need to opt out of the, the insurance. All right, what are you? What's the staffing agency? Uh, Carlson Staffing. All right. And the last four digits of your Social? 7892. First and last name? Monica Salazar. Do you have any other last name, ma'am? No. And you said Crown, and the last four were 7892, right? I'm sorry, what's that? The last four digits. You said, nine, eight, nine, 7892. Yeah, 7892. When did you start working for Crown? Um, I only did it for, uh, a week and a half. So I got my first paycheck on Thursday, Friday, something like that. But I already... The, the job's already finished, so. Okay. So we, we didn't receive your... I don't see your file here. Um. Okay. That's because I know where. Because I got this, uh, text message yesterday at 9:00 AM. It says, "Welcome to Carlson, Carlson Staffing. You'll be enrolled in the MEC CalOREX plan the day after your first paycheck." Carlson. Yeah, Carlson Staffing. Okay. I found it. All right, Miss Salazar, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Uh, 9410 Edgewood Street, Apartment 27, Houston, Texas 77075. And what was the other one? I'm sorry, the birth date, right? 11/29/1978. Okay. We have a telephone number on file, 346-807-6788. Correct. And your email is monica78@yahoo.com. Mm-hmm. So the outer enrollment was already, already, um, processed. Now, we have not received any deductions. You might experience one or two, but, um, but you said you're not working anymore, right? Right. So you shouldn't- Right. ... um, see any deductions. Um. I see. Is there anything else I could do for you? No, but you're saying I shouldn't. So what if they do deducted and I, you know, like, I just got this yesterday. Well- I just got the text message yesterday. Well, you have 30 days before your first check, I mean, when you f- started working, 'cause they do auto-employ you right after you receive your first check. So- Right. If you have one check pending, you might experience a deduction, which is \$16.05. But I don't see any, anything here that we're gonna receive for next week. But if it happens, it's because the auto enrollment already was sent out. Okay. All right? Okay. Mm-hmm. Anything else I could do for you? No, that's it. All right. Thank you for calling Benefits in a Car. Have a great rest of the day. You do the same. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking.

Speaker speaker_1: I'm sorry? I can barely hear you.

Speaker speaker_0: This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, there. I need to opt out of the, the insurance.

Speaker speaker_0: All right, what are you? What's the staffing agency?

Speaker speaker_1: Uh, Carlson Staffing.

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

Speaker speaker_1: 7892.

Speaker speaker_0: First and last name?

Speaker speaker_1: Monica Salazar.

Speaker speaker_0: Do you have any other last name, ma'am?

Speaker speaker_1: No.

Speaker speaker_0: And you said Crown, and the last four were 7892, right?

Speaker speaker_1: I'm sorry, what's that?

Speaker speaker_0: The last four digits. You said, nine, eight, nine, 7892.

Speaker speaker_1: Yeah, 7892.

Speaker speaker_0: When did you start working for Crown?

Speaker speaker_1: Um, I only did it for, uh, a week and a half. So I got my first paycheck on Thursday, Friday, something like that. But I already... The, the job's already finished, so.

Speaker speaker_0: Okay. So we, we didn't receive your... I don't see your file here. Um.

Speaker speaker_1: Okay.

Speaker speaker_0: That's because I know where.

Speaker speaker_1: Because I got this, uh, text message yesterday at 9:00 AM. It says, "Welcome to Carlson, Carlson Staffing. You'll be enrolled in the MEC CalOREX plan the day after your first paycheck."

Speaker speaker_0: Carlson.

Speaker speaker_1: Yeah, Carlson Staffing.

Speaker speaker_0: Okay. I found it. All right, Miss Salazar, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: Uh, 9410 Edgewood Street, Apartment 27, Houston, Texas 77075. And what was the other one? I'm sorry, the birth date, right? 11/29/1978.

Speaker speaker_0: Okay. We have a telephone number on file, 346-807-6788.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is monica78@yahoo.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So the outer enrollment was already, already, um, processed. Now, we have not received any deductions. You might experience one or two, but, um, but you said you're not working anymore, right?

Speaker speaker_1: Right.

Speaker speaker_0: So you shouldn't-

Speaker speaker_1: Right.

Speaker speaker_0: ... um, see any deductions. Um.

Speaker speaker_1: I see.

Speaker speaker_0: Is there anything else I could do for you?

Speaker speaker_1: No, but you're saying I shouldn't. So what if they do deducted and I, you know, like, I just got this yesterday.

Speaker speaker_0: Well-

Speaker speaker_1: I just got the text message yesterday.

Speaker speaker_0: Well, you have 30 days before your first check, I mean, when you f-started working, 'cause they do auto-employ you right after you receive your first check. So-

Speaker speaker_1: Right.

Speaker speaker_0: If you have one check pending, you might experience a deduction, which is \$16.05. But I don't see any, anything here that we're gonna receive for next week. But if it happens, it's because the auto enrollment already was sent out.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay. Mm-hmm.

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for calling Benefits in a Car. Have a great rest of the day.

Speaker speaker_1: You do the same. Thank you.