

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Card. This is Pamela speaking. How may I help you? Hi. Um, I'm calling 'cause I just started with, um, Carlton Staffing. This is my first week at the, at the job and I'm just calling to opt out of the health insurance that's automated. Okay. Uh, may I have the last four digits of your social, ma'am? Yes. It's 10-99. Your first and last name? First name is Nylene, last name is Palomo Garcia. One second. When do you start working for Carlton? Uh, my first day on the job was, uh, was this Wednesday. So we don't have your information yet in the system. Um- Oh. E- usually we receive it, like, a week after you start working. I suggest you to give us a call back, uh, next Wednesday or if you're willing to provide the personal information, um, we could create a file for you. Uh, wait, can you repeat that one more time? You could g- either give us a call back next Wednesday. Mm-hmm. Or we should have your information in the system, or if you're willing to provide the personal information, we could go ahead and create a file for you. Okay. If I do wait for next Wednesday, um, n- to call, 'cause I have to submit my hours this Friday, eh, nothing would get, like, taken out if I wait until next Wednesday to call you guys to let you know that I'm opting out? No. No, nothing will ... Okay. Okay. Then I'll, I'll just wait to call on next Wednesday once the information goes through. No problem. Okay. Anything else? Thank you so much. No, that was all. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I'm calling 'cause I just started with, um, Carlton Staffing. This is my first week at the, at the job and I'm just calling to opt out of the health insurance that's automated.

Speaker speaker_0: Okay. Uh, may I have the last four digits of your social, ma'am?

Speaker speaker_1: Yes. It's 10-99.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: First name is Nylene, last name is Palomo Garcia.

Speaker speaker_0: One second. When do you start working for Carlton?

Speaker speaker_1: Uh, my first day on the job was, uh, was this Wednesday.

Speaker speaker_0: So we don't have your information yet in the system. Um-

Speaker speaker_1: Oh.

Speaker speaker_0: E- usually we receive it, like, a week after you start working. I suggest you to give us a call back, uh, next Wednesday or if you're willing to provide the personal information, um, we could create a file for you.

Speaker speaker_1: Uh, wait, can you repeat that one more time?

Speaker speaker_0: You could g- either give us a call back next Wednesday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or we should have your information in the system, or if you're willing to provide the personal information, we could go ahead and create a file for you.

Speaker speaker_1: Okay. If I do wait for next Wednesday, um, n- to call, 'cause I have to submit my hours this Friday, eh, nothing would get, like, taken out if I wait until next Wednesday to call you guys to let you know that I'm opting out?

Speaker speaker_0: No. No, nothing will ... Okay.

Speaker speaker_1: Okay. Then I'll, I'll just wait to call on next Wednesday once the information goes through.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else?

Speaker speaker_1: Thank you so much. No, that was all.

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

Speaker speaker_1: Thank you. You too. Bye.