

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accruals. This is Pamela speaking. How may I help you? Hi, my name is Julie Tomkus and I signed with Workforce yesterday, and I'm calling to, um, deny the benefits. I, I do not want them. Okay. Workforce, you said? Yes. May I have the last four digits of the Social? 2387. 2387. Your first and last name? Julie Tomkus. And you said Worksource? Yes. That's the name of the temp agency? Yes. Um, let me, let me double check on that. No problem. WorkSmart. I'm sorry. It's WorkSmart. No problem. And can you repeat your name for me? Julie Tomkus. T-O-M-K-U-S. And when did you start working for them? Um, we're still in the, um, process, but the paperwork was signed yesterday and it said that, um, this was automatic and that I had to call to cancel. Mm-hmm. Okay, so that's why we don't have your information in the system. We could go ahead and create a file if you're willing to provide the personal information. If not, um, I would suggest you to give us a call within the week when you start working and we should have your information in the system. What would you like to do? I'll wait till I'm working. I don't want to hand out my personal info over the phone. No problem. I completely understand. Just don't forget to give us a call within the first and two weeks that you start working. Okay. All right. Thank you. All right. Thank you for giving us a call. You're welcome. Have a great rest of the day. All right, bye-bye.

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 Accruals. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, my name is Julie Tomkus and I signed with Workforce yesterday, and I'm calling to, um, deny the benefits. I, I do not want them.

Speaker speaker_1: Okay. Workforce, you said?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 2387.

Speaker speaker_1: 2387. Your first and last name?

Speaker speaker_2: Julie Tomkus.

Speaker speaker_1: And you said Worksource?

Speaker speaker_2: Yes.

Speaker speaker_1: That's the name of the temp agency?

Speaker speaker_2: Yes. Um, let me, let me double check on that.

Speaker speaker_1: No problem.

Speaker speaker_2: WorkSmart. I'm sorry. It's WorkSmart.

Speaker speaker_1: No problem. And can you repeat your name for me?

Speaker speaker_2: Julie Tomkus. T-O-M-K-U-S.

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

Speaker speaker_2: Um, we're still in the, um, process, but the paperwork was signed yesterday and it said that, um, this was automatic and that I had to call to cancel.

Speaker speaker_1: Mm-hmm. Okay, so that's why we don't have your information in the system. We could go ahead and create a file if you're willing to provide the personal information. If not, um, I would suggest you to give us a call within the week when you start working and we should have your information in the system. What would you like to do?

Speaker speaker_2: I'll wait till I'm working. I don't want to hand out my personal info over the phone.

Speaker speaker_1: No problem. I completely understand. Just don't forget to give us a call within the first and two weeks that you start working.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: All right, bye-bye.