

Transcript: Pamela

Blanc-6368329699082240-5364355860709376

Full Transcript

This is 404 Benefits Help Hotline. This is . Hi, I need to opt out of the benefits. Um, I start working on Monday, and I, I do not need the coverage. Who do you work for? Carlton Staffing. And you say you started Monday of yesterday? No, Monday, next Monday. They said I had to call before my first paycheck, so... May I have the last four digits of this phone call? 2844. First and last name? Michelle Thomase. Ms. Thomase, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Um, when, uh, you mean, like, when I worked there last time or what it is right now? I'm not sure which... If you have 9613? Um. No. The County Road 98 or where I'm at right now, which is 775, um, Steele Road, Trailer 41, Alvin, Texas 77511. Nope. Yeah. I, I, I, I... We went from apartment to apartment. I also was at 9111 Harvest Acres Road. Is that maybe what you have in Manville? Bay Area? Does it sound... Oh, Bay... It's 2107 Bay Area Boulevard. I'm sorry. I... Yeah. We, we... My husband's job moves us all over the place. Um, th- the tr- the apartment number was 2107. Stop, boo. Um, 1243, I've... God, that was a long time ago. Um. Okay. I know it, it was Houston, uh, Eller Webster, but Houston is, was how it was listed and, um, maybe 77598. I don't even remember the ZIP Code. Good Lord, that's a long time ago. That's okay. So you wait for update. Right. What was the date of birth? I don't, um, I didn't get you. One... That's okay, 1/22/69. Thank you. We have a phone number on file, 98523218 1-08532- Hey, that didn't change. That didn't change. All right. I do have a correct address though. So if you want that, I can give that to you as well. Yes, um. Oh. Yeah, 'cause when you updated with them, it doesn't automatically update with us. But what's the address? Well, I updated it with them today. Um, it's 775 Steele, S-T-E-E-L-E, Road. And Trailer, it... So they just put T-R-L-R 41, which is, like, lot number 41 or apartment number 41. However, I'm not sure how your system, uh, recognizes it. And then, it's Alvin, A-L-V-I-N, Texas. And the ZIP is 77511. Okay. All right. I will now update that, um, and decline their enrollment. Is there anything else I could do for you, ma'am? Nope, that'll be it. All right, thank you for giving us a call. Have a great rest of the day. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: This is 404 Benefits Help Hotline. This is .

Speaker speaker_1: Hi, I need to opt out of the benefits. Um, I start working on Monday, and I, I do not need the coverage.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: And you say you started Monday of yesterday?

Speaker speaker_1: No, Monday, next Monday. They said I had to call before my first paycheck, so...

Speaker speaker_0: May I have the last four digits of this phone call?

Speaker speaker_1: 2844.

Speaker speaker_0: First and last name?

Speaker speaker_1: Michelle Thomase.

Speaker speaker_0: Ms. Thomase, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Um, when, uh, you mean, like, when I worked there last time or what it is right now? I'm not sure which... If you have 9613? Um.

Speaker speaker_0: No.

Speaker speaker_1: The County Road 98 or where I'm at right now, which is 775, um, Steele Road, Trailer 41, Alvin, Texas 77511.

Speaker speaker_0: Nope. Yeah.

Speaker speaker_1: I, I, I, I... We went from apartment to apartment. I also was at 9111 Harvest Acres Road. Is that maybe what you have in Manville?

Speaker speaker_0: Bay Area? Does it sound...

Speaker speaker_1: Oh, Bay... It's 2107 Bay Area Boulevard. I'm sorry. I... Yeah. We, we... My husband's job moves us all over the place. Um, th- the tr- the apartment number was 2107. Stop, boo. Um, 1243, I've... God, that was a long time ago. Um.

Speaker speaker_0: Okay.

Speaker speaker_1: I know it, it was Houston, uh, Eller Webster, but Houston is, was how it was listed and, um, maybe 77598. I don't even remember the ZIP Code. Good Lord, that's a long time ago.

Speaker speaker_0: That's okay. So you wait for update. Right. What was the date of birth? I don't, um, I didn't get you.

Speaker speaker_1: One... That's okay, 1/22/69.

Speaker speaker_0: Thank you. We have a phone number on file, 98523218 1-08532-

Speaker speaker_1: Hey, that didn't change. That didn't change.

Speaker speaker_0: All right.

Speaker speaker_1: I do have a correct address though. So if you want that, I can give that to you as well.

Speaker speaker_0: Yes, um.

Speaker speaker_1: Oh.

Speaker speaker_0: Yeah, 'cause when you updated with them, it doesn't automatically update with us. But what's the address?

Speaker speaker_1: Well, I updated it with them today. Um, it's 775 Steele, S-T-E-E-L-E, Road. And Trailer, it... So they just put T-R-L-R 41, which is, like, lot number 41 or apartment number 41. However, I'm not sure how your system, uh, recognizes it. And then, it's Alvin, A-L-V-I-N, Texas. And the ZIP is 77511.

Speaker speaker_0: Okay. All right. I will now update that, um, and decline their enrollment. Is there anything else I could do for you, ma'am?

Speaker speaker_1: Nope, that'll be it.

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-bye.

Speaker speaker_0: Bye-bye.