

Transcript: Pamela

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Full Transcript

Thank you for calling Vena- Benefits Center, Carl. This is Pamela speaking. How may I help you? Yeah, so I'm a member of Carlton Staffing and I just received a email or something which basically said I'm enrolled in some kind of benefits. I re- I declined all my benefits and I didn't want nothing coming on my check at all. Is there, is there any way I can opt out those messages and stuff, so I won't have to receive the messages no more? Okay. Um, so you s- you received an email? Well, I guess my check miss- Yeah. So- And I did not Oh. ... apply for them. This is- Excuse me? ... why it's stopped. Okay. I don't wanna be, I don't wanna be, I don't wanna have no kind of benefits at all. I got insurance from another company, so I don't wanna have no insurance or nothing coming out of my check at all. I understand. This is the reason why it's stopped. Um, you said you already declined? Uh, yes. I think I declined them all. Yes. Now do you need my name and number, or what? I mean, if you want me to double check on the declarations, I could do that. Can you double check, please? Sure. What's the name of the staffing agency you work for? C- Carlton Staffing. Carlton? Okay. Yeah, Carlton Staffing. Yeah. May I have that... May I have the last four digits of your Social? 4722. Your first and last name, sir. First name's Marcus. My last name's S-E-E. It's pronounced as see. Yep. All right. Mr. See, 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. Uh, what address do you have? Do you have 3- 310 University Street, Wharton 6677488? Yes. That's my address. And the address, I mean, I'm sorry, and the date of birth? 12/21/75. Thank you for the information. We have a telephone number on file, 346-264-8900. Um, yes, your benefits, um, it was already declined. Okay. Thank you. All right. Anything else, sir? That'll be it, ma'am. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day. Okay, thank you. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Vena- Benefits Center, Carl. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, so I'm a member of Carlton Staffing and I just received a email or something which basically said I'm enrolled in some kind of benefits. I re- I declined all my benefits and I didn't want nothing coming on my check at all. Is there, is there any way I can opt out those messages and stuff, so I won't have to receive the messages no more?

Speaker speaker_0: Okay. Um, so you s- you received an email?

Speaker speaker_1: Well, I guess my check miss- Yeah.

Speaker speaker_0: So-

Speaker speaker_1: And I did not

Speaker speaker_2: Oh.

Speaker speaker_1: ... apply for them.

Speaker speaker_0: This is-

Speaker speaker_1: Excuse me?

Speaker speaker_0: ... why it's stopped.

Speaker speaker_1: Okay. I don't wanna be, I don't wanna be, I don't wanna have no kind of benefits at all. I got insurance from another company, so I don't wanna have no insurance or nothing coming out of my check at all.

Speaker speaker_0: I understand. This is the reason why it's stopped. Um, you said you already declined?

Speaker speaker_1: Uh, yes. I think I declined them all. Yes. Now do you need my name and number, or what?

Speaker speaker_0: I mean, if you want me to double check on the declarations, I could do that.

Speaker speaker_1: Can you double check, please?

Speaker speaker_0: Sure. What's the name of the staffing agency you work for?

Speaker speaker_1: C- Carlton Staffing.

Speaker speaker_0: Carlton? Okay.

Speaker speaker_1: Yeah, Carlton Staffing. Yeah.

Speaker speaker_0: May I have that... May I have the last four digits of your Social?

Speaker speaker_1: 4722.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: First name's Marcus. My last name's S-E-E. It's pronounced as see.

Speaker speaker_0: Yep. All right. Mr. See, 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: Uh, what address do you have? Do you have 3- 310 University Street, Wharton 6677488?

Speaker speaker_0: Yes.

Speaker speaker_1: That's my address.

Speaker speaker_0: And the address, I mean, I'm sorry, and the date of birth?

Speaker speaker_1: 12/21/75.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 346-264-8900. Um, yes, your benefits, um, it was already declined.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. Anything else, sir?

Speaker speaker_1: That'll be it, ma'am. Thank you so much.

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

Speaker speaker_1: Okay, thank you. Bye now.