Transcript: Priscilla Torrales-4593899163533312-4588648404533248

Full Transcript

Good afternoon. Thank you for calling Benefits on a Card. And my name is Priscilla. Who do I have the pleasure of speaking to? Hi, um, my name is Jose Duran. And, um, I was, uh, told to call this number to apparently file a healthcare or something like that. Like, apparently it would, it would take it out of my check, um, every time, but they told me, um, like, uh, if I, if I call you guys, um, they could cancel it instead. Okay, Jose, may I have the name of your employer, the last four digits of your Social Security number so I can locate your file? I, the, I don't know who my employer is. 'Cause I'm getting... Well, I'm going through the temp agency right now, American Staff Corp. Okay. And, um, but my last four digits is 4013. Bear with me one second. What was the last four digits, once again? 4013. And what was the staff agency once again, the temp agency? American Staff Corp. American Staff Corp, okay. Bear with me one second so I can open it here. Bear with me one second. The system's a little slow right now. That's fine. And your last name, first name again? Uh, Jose Duran. Jose Duran? Yeah. Okay. How long ago have you started working for the company or just recently? I started Tuesday. Tuesday? Okay, Jose, I'm seeing here that we do not have, um, your information in our system quite yet since you just recently started. Um- Okay. What we can do and what options we have for you is we can, we can set up your account with us here with your information, um, and then we can- Can you repeat that so I don't mishear it? Uh-huh. Jose? Oh, sorry, yes. That's fine. Sorry about that. You're fine, Jose. Okay, so here we don't have you on file yet but we do, we can create an account for you here with us, unless you want to wait, um, for your company to set, um, send out all the information for us to have here, um, because you are set for auto enrollment so you could give us a call before then if you want to. Oh, okay. Yeah. But we can do an account for you if you'd like, and have your information here. And you can enroll or you can deny the, uh, the enrollment. That's 'cause I didn't want them to take out the money out of my check. Okay. That's the only thing. Okay, so we have to create a profile for you, Mr. Jose. Okay. Is that all right with you? Yeah, that's fine. Okay. Bear with me one second. Okay, can I have your four digit Social Security number, please? Uh, I left it at home. I don't know it by heart. I mean... You're going to have to give us a call back, Mr. Jose, if you have that information. Okay, that's fine. Okay. Is there anything else I can help you with? No, that's fine. All right. Thank you for calling Benefits on a Card and have a wonderful day. Thank you, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits on a Card. And my name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Hi, um, my name is Jose Duran. And, um, I was, uh, told to call this number to apparently file a

Speaker speaker_2: healthcare or something like that. Like, apparently it would, it would take it out of my check, um, every time, but they told me, um, like, uh, if I, if I call you guys, um, they could cancel it instead.

Speaker speaker_0: Okay, Jose, may I have the name of your employer, the last four digits of your Social Security number so I can locate your file?

Speaker speaker_1: I, the, I don't know who my employer is. 'Cause I'm getting... Well, I'm going through the temp agency right now, American Staff Corp.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, but my last four digits is 4013.

Speaker speaker_0: Bear with me one second. What was the last four digits, once again?

Speaker speaker_1: 4013.

Speaker speaker_0: And what was the staff agency once again, the temp agency?

Speaker speaker_1: American Staff Corp.

Speaker speaker_0: American Staff Corp, okay. Bear with me one second so I can open it here. Bear with me one second. The system's a little slow right now.

Speaker speaker_1: That's fine.

Speaker speaker_0: And your last name, first name again?

Speaker speaker_1: Uh, Jose Duran.

Speaker speaker_0: Jose Duran?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. How long ago have you started working for the company or just recently?

Speaker speaker_1: I started Tuesday.

Speaker speaker_0: Tuesday? Okay, Jose, I'm seeing here that we do not have, um, your information in our system quite yet since you just recently started. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: What we can do and what options we have for you is we can, we can set up your account with us here with your information, um, and then we can-

Speaker speaker_1: Can you repeat that so I don't mishear it?

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Jose? Oh, sorry, yes.

Speaker speaker_0: That's fine.

Speaker speaker_1: Sorry about that.

Speaker speaker_0: You're fine, Jose. Okay, so here we don't have you on file yet but we do, we can create an account for you here with us, unless you want to wait, um, for your company to set, um, send out all the information for us to have here, um, because you are set for auto enrollment so you could give us a call before then if you want to.

Speaker speaker_1: Oh, okay. Yeah.

Speaker speaker_0: But we can do an account for you if you'd like, and have your information here. And you can enroll or you can deny the, uh, the enrollment.

Speaker speaker_1: That's 'cause I didn't want them to take out the money out of my check.

Speaker speaker_0: Okay.

Speaker speaker_1: That's the only thing.

Speaker speaker_0: Okay, so we have to create a profile for you, Mr. Jose.

Speaker speaker_1: Okay.

Speaker speaker_0: Is that all right with you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Bear with me one second. Okay, can I have your four digit Social Security number, please?

Speaker speaker_1: Uh, I left it at home. I don't know it by heart. I mean...

Speaker speaker_0: You're going to have to give us a call back, Mr. Jose, if you have that information.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay. Is there anything else I can help you with?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: All right. Thank you for calling Benefits on a Card and have a wonderful day.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Bye-bye.