

Transcript: Priscilla

Torres-5340568504156160-6684370556862464

Full Transcript

Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to? It's Michael Morrison. All right, we- Let's just, let's go- Sorry. Sorry about that. I was trying to ask if I was charged for insurance. Okay, bear with me. What staffing agency do you work under and what's the last four digits of your Social Security number? Integrity Staffing and that's, uh, 8071. Bear with me one second. You said Integrity Services Trace? Yeah, yeah. Okay. My system is being a little slow right now. What was the last name once again? Morrison. M-O-R- Two Rs. I-S-O-N. All right. It doesn't pop up very well. Hmm. It's not popping up. Let's see if I can pick up a phone number here. 8071, right? R- Right, right. Integrity Trace Services. That's given under another name. Bear with me one second, we'll put you on a brief hold to see if I can find your account. All right. Hi, Mr. Morrison. How long you been working for the company? You know, I was on assignment for one day with them. Okay, bear with me a sec here. Yeah. Having trouble pulling up your- They're called Integrity Trace Services, that's what they're called. Yes, sir. I'm just having, uh, trouble pulling up your file here. Yeah, my bandana finally kicked it out. Okay, just hold on. All right, bear with me, Mr. Morrison. If you don't mind, I'm gonna put you on another brief hold for just a minute. All right. Yeah. Hi, Mr. Morrison. You still there? Yeah, I'm still here. Okay, so there's no file here. Uh, your staffing agency has not sent us information, um, with your, uh, in, like with your personal information here. Um, and, uh, we can do, there's an optional, we can create that file for you here with your name, address and all the information we need, um, unless you want to wait within those 30 days that we receive, uh, all your file information from your staffing agency, um, for your benefits. No, I don't want, I want a file, uh, I want my benefits. Excuse me? I want to opt out of any benefits. Okay. Okay, so you do not have a file here with us, so you should be perfectly fine. Thank you. Okay. But bear with me, just let me conf- let me confirm that with my higher ups just to make sure that, you know, we don't have any, uh, deductions or anything whatsoever. Okay? Yeah, okay. All right, Mr. Morrison. Just wanted to just confirm once again. We do not, you're not going to have any auto enrollments on your, under your staffing agency, so you should be perfectly fine. Okay, thank you. All right, thank you. Thank you for calling Benefits in the Car. Have a wonderful evening. Thanks, you too. Bye.

Conversation Format

Speaker speaker_0: Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: It's Michael Morrison.

Speaker speaker_0: All right, we-

Speaker speaker_1: Let's just, let's go-

Speaker speaker_0: Sorry.

Speaker speaker_1: Sorry about that. I was trying to ask if I was charged for insurance.

Speaker speaker_0: Okay, bear with me. What staffing agency do you work under and what's the last four digits of your Social Security number?

Speaker speaker_1: Integrity Staffing and that's, uh, 8071.

Speaker speaker_0: Bear with me one second. You said Integrity Services Trace?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay. My system is being a little slow right now. What was the last name once again?

Speaker speaker_1: Morrison.

Speaker speaker_0: M-O-R-

Speaker speaker_1: Two Rs. I-S-O-N.

Speaker speaker_0: All right. It doesn't pop up very well. Hmm. It's not popping up. Let's see if I can pick up a phone number here. 8071, right?

Speaker speaker_1: R- Right, right.

Speaker speaker_0: Integrity Trace Services. That's given under another name. Bear with me one second, we'll put you on a brief hold to see if I can find your account.

Speaker speaker_1: All right.

Speaker speaker_0: Hi, Mr. Morrison. How long you been working for the company?

Speaker speaker_1: You know, I was on assignment for one day with them.

Speaker speaker_0: Okay, bear with me a sec here. Yeah. Having trouble pulling up your-

Speaker speaker_1: They're called Integrity Trace Services, that's what they're called.

Speaker speaker_0: Yes, sir. I'm just having, uh, trouble pulling up your file here.

Speaker speaker_2: Yeah, my bandana finally kicked it out.

Speaker speaker_0: Okay, just hold on. All right, bear with me, Mr. Morrison. If you don't mind, I'm gonna put you on another brief hold for just a minute.

Speaker speaker_1: All right. Yeah.

Speaker speaker_0: Hi, Mr. Morrison. You still there?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Okay, so there's no file here. Uh, your staffing agency has not sent us information, um, with your, uh, in, like with your personal information here. Um, and, uh, we can do, there's an optional, we can create that file for you here with your name, address and all the information we need, um, unless you want to wait within those 30 days that we receive, uh, all your file information from your staffing agency, um, for your benefits.

Speaker speaker_1: No, I don't want, I want a file, uh, I want my benefits.

Speaker speaker_0: Excuse me?

Speaker speaker_1: I want to opt out of any benefits.

Speaker speaker_0: Okay. Okay, so you do not have a file here with us, so you should be perfectly fine.

Speaker speaker_1: Thank you. Okay.

Speaker speaker_0: But bear with me, just let me conf- let me confirm that with my higher ups just to make sure that, you know, we don't have any, uh, deductions or anything whatsoever. Okay?

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: All right, Mr. Morrison. Just wanted to just confirm once again. We do not, you're not going to have any auto enrollments on your, under your staffing agency, so you should be perfectly fine.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right, thank you. Thank you for calling Benefits in the Car. Have a wonderful evening.

Speaker speaker_1: Thanks, you too. Bye.