

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Call. My name is Stephanie. How can I assist you? Hi, Stephanie. I'm calling because, um, I started a position with Carlton Staffing and I wanna opt out of the benefits. Okay, yeah, I can help you with that. Um, you said you're with Carlton Staffing? Yes. Okay, and then what are the last four of your Social? 2404. Thank you. And can I please get your name? Tabitha Barnes. How long have you been with them? Oh, I just... Well, I started the job on Monday, so I just signed the papers. Oh, okay, gotcha. So we still don't have your information in the system. Either... We could do two things. Either I can go ahead and create a file for you, but for that I do need your full information, like your full Social, address, phone number, all that stuff- Okay. ... or you can keep calling throughout the week, um, to see if we have received your information if you don't feel comfortable giving it to me over the phone. Oh, no, that's fine. Uh, I'm very adamant that there's nothing anyone can do with my Social. I'm sure you... All right. And then can you please provide that Social to me? It's 631-20-2404. Okay, thank you. And then what was your first name? Tabitha. T-A-B-I-T-H-A. Thank you. And then the last name for me. Barnes. B as in boy, A-R-N-E-S. Okay, and then that address? 1201 Dulles, D as in dog, U-L-L-E-S Avenue, Apartment 5203, Stafford, Texas 77476. Thank you. And then what's your date of birth? 12/30/1990. And then your email address? It's tabitha, T-A-B-I-T-H-A, williams, that's W-I-L-L-I-A-M-S, 2015 at gmail.com. Okay, thank you. And then what's your phone number? 812-889-7060. Okay, and then due to the fact that the call's been recorded, you stated that you wanted to opt out from receiving any benefits through Carlton Staffing. Is that correct? Correct. Okay. I went ahead and processed your declination. Um, do you have any more questions for me? No, ma'am. That's all. Thank you for your time. I hope you have a great day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Call. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I'm calling because, um, I started a position with Carlton Staffing and I wanna opt out of the benefits.

Speaker speaker_0: Okay, yeah, I can help you with that. Um, you said you're with Carlton Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then what are the last four of your Social?

Speaker speaker_1: 2404.

Speaker speaker_0: Thank you. And can I please get your name?

Speaker speaker_1: Tabitha Barnes.

Speaker speaker_0: How long have you been with them?

Speaker speaker_1: Oh, I just... Well, I started the job on Monday, so I just signed the papers.

Speaker speaker_0: Oh, okay, gotcha. So we still don't have your information in the system. Either... We could do two things. Either I can go ahead and create a file for you, but for that I do need your full information, like your full Social, address, phone number, all that stuff-

Speaker speaker_1: Okay.

Speaker speaker_0: ... or you can keep calling throughout the week, um, to see if we have received your information if you don't feel comfortable giving it to me over the phone.

Speaker speaker_1: Oh, no, that's fine. Uh, I'm very adamant that there's nothing anyone can do with my Social.

Speaker speaker_0: I'm sure you... All right. And then can you please provide that Social to me?

Speaker speaker_1: It's 631-20-2404.

Speaker speaker_0: Okay, thank you. And then what was your first name?

Speaker speaker_1: Tabitha. T-A-B-I-T-H-A.

Speaker speaker_0: Thank you. And then the last name for me.

Speaker speaker_1: Barnes. B as in boy, A-R-N-E-S.

Speaker speaker_0: Okay, and then that address?

Speaker speaker_1: 1201 Dulles, D as in dog, U-L-L-E-S Avenue, Apartment 5203, Stafford, Texas 77476.

Speaker speaker_0: Thank you. And then what's your date of birth?

Speaker speaker_1: 12/30/1990.

Speaker speaker_0: And then your email address?

Speaker speaker_1: It's tabitha, T-A-B-I-T-H-A, williams, that's W-I-L-L-I-A-M-S, 2015 at gmail.com.

Speaker speaker_0: Okay, thank you. And then what's your phone number?

Speaker speaker_1: 812-889-7060.

Speaker speaker_0: Okay, and then due to the fact that the call's been recorded, you stated that you wanted to opt out from receiving any benefits through Carlton Staffing. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I went ahead and processed your declination. Um, do you have any more questions for me?

Speaker speaker_1: No, ma'am. That's all.

Speaker speaker_0: Thank you for your time. I hope you have a great day.

Speaker speaker_1: You too. Thank you. Bye-bye.