

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, uh, this is Alejandro Castro. How can I help you? Uh, yes, ma'am. Uh, Carlton Staffing was, uh, gonna start my benefits, but I would like to opt out also. Okay, yeah. That's fine. You said Carlton Staffing? Yes, ma'am. And then what are the last four of your Social? 6103. And then what's your first and last name? Alejandro Castro. And 6103, correct? Yes. Did you just start? Yes, I just started. Okay, so you're still not in our system to opt out. Okay. We give you two days, um, so if you haven't started yet, let's... Uh, you're not in our files yet. Either I can create a file for you, but I do need your full Social, full address, all that information. If you don't feel comfortable giving that through the phone, you can just call next week and then they... um, do the same thing and then they'll let you know if we received your file or not. If we have, then we'll just go ahead and opt you out. But if we haven't, then you're welcome to just keep calling throughout the week. It's your choice, sir. Okay. Okay. All right then. Then I'll call back then. No- Okay. I'm gonna... Uh, I'm driving. And that, and ... Oh, yeah. That's fine. 'Cause, 'cause either way- Well, uh- ... you still have time, but just remember that you do have to call, okay? Okay, so this is my first week with Carlton and this should affect them on January probably? Hmm. In the past, even when people start, sometimes they're still not even in the system. I don't- Okay. ... really know how the staffing agencies, how long it takes them to send your information. Yeah. So we normally just tell you guys to keep calling, like, every day 'cause I know sometimes some people don't like giving that information. So- Yeah. ... you can just call throughout the week to ask if you're in there already, and either way, you're gonna get asked the same thing. They're gonna ask you for that option of either, "I can make one," or you can just keep calling. Okay. All right. All right? Thank you very much, ma'am. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, uh, this is Alejandro Castro.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, yes, ma'am. Uh, Carlton Staffing was, uh, gonna start my benefits, but I would like to opt out also.

Speaker speaker_0: Okay, yeah. That's fine. You said Carlton Staffing?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 6103.

Speaker speaker_0: And then what's your first and last name?

Speaker speaker_1: Alejandro Castro.

Speaker speaker_0: And 6103, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Did you just start?

Speaker speaker_1: Yes, I just started.

Speaker speaker_0: Okay, so you're still not in our system to opt out.

Speaker speaker_1: Okay.

Speaker speaker_0: We give you two days, um, so if you haven't started yet, let's... Uh, you're not in our files yet. Either I can create a file for you, but I do need your full Social, full address, all that information. If you don't feel comfortable giving that through the phone, you can just call next week and then they... um, do the same thing and then they'll let you know if we received your file or not. If we have, then we'll just go ahead and opt you out. But if we haven't, then you're welcome to just keep calling throughout the week. It's your choice, sir.

Speaker speaker_1: Okay. Okay. All right then. Then I'll call back then. No-

Speaker speaker_0: Okay.

Speaker speaker_1: I'm gonna... Uh, I'm driving. And that, and ...

Speaker speaker_0: Oh, yeah. That's fine. 'Cause, 'cause either way-

Speaker speaker_1: Well, uh-

Speaker speaker_0: ... you still have time, but just remember that you do have to call, okay?

Speaker speaker_1: Okay, so this is my first week with Carlton and this should affect them on January probably?

Speaker speaker_0: Hmm. In the past, even when people start, sometimes they're still not even in the system. I don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... really know how the staffing agencies, how long it takes them to send your information.

Speaker speaker_1: Yeah.

Speaker speaker_0: So we normally just tell you guys to keep calling, like, every day 'cause I know sometimes some people don't like giving that information. So-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you can just call throughout the week to ask if you're in there already, and either way, you're gonna get asked the same thing. They're gonna ask you for that option of either, "I can make one," or you can just keep calling.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right?

Speaker speaker_1: Thank you very much, ma'am.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.