

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Eugene Staton? Speaking. Awesome. This is Justin from Benefits in a Card, calling on behalf of Hospitality Staffing Solutions. How are you doing today? I'm doing wonderful. Awesome. Good to hear. Just to let you know that this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from HSS on November or October 31st, letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage, but also chose not to participate. So I'm just reaching out confirming what you wanted to do. No, I didn't want to... I didn't, uh, want to be part of the coverage. No worries. So I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today? Yes. Um, this staff agency on, um... Which, which street is it in, um, Nevada, Las Vegas? Uh, we just deal with their health insurance here at Benefits in a Card, um, but that staffing agency is Hospitality Staffing Solutions. That's one of our clients. Yes. I have a real issue with them. Okay. I mean, it's a real issue, that when I first applied with them and they gave me, um, a time and a date to come up with their... for a interview. Mm-hmm. When I was... When I went over there to the interview, I explained with the receptionist, her name is Erica, I say every time I try to contact this office, it goes straight to voicemail, and she couldn't give me a good reason for it. So, she gave me the, um, the link... the... do the, um, the paperwork. She said it was about 15 pages long. Mm-hmm. So, she insisted that once I complete that paperwork, she gave me a cell phone number, not the office number, but a cell phone number, and told me once I complete the, um, documents to send over the back and front, um, of my Social Security number and my, um, driver license to her cell phone number. When I called her on her cell phone number to let her know that I completed the document, she left a voicemail saying that she was going on vacation, and I told her... I texted her back, I said, "I have sent you over my personal documents and that's very unprofessional for you not to reach back out to me. Not only just reach out to me, I'm sending my personal information to a cell phone number." And I found that- That's all right. I'm sorry. Huh? I said I totally understand. I'm sorry to cut you off. Continue. So, she insisted that I continue to send her my Social Security, um, um, card, the back and front, and my driver license, and yet I've been trying to call her and she has not returned my phone calls. That's all right. So, I was gonna report them to the better Bureau of Business because I never did she tell me she needed my information to do my I-9 form. Okay. Any other professional place I have dealt with, sir, they have a system which I could do a DocuSign on that. Sure. Not send my personal information over to someone's cell phone. Totally understand. Um, so yes, sir, if she, if she... uh, if, if she's continuing to ask you that, um, to send over that documentation from you to her, I would just let her know. Uh, tell her... decline... uh, actually decline it. Tell her you don't feel

comfortable sending that type of information to a cell phone number and just have her reach out to you specifically, either via email or via, uh, phone call, so you can have- Yeah. I've requested that, sir, and she has not done it. Okay. Um, well, I'll go ahead and notate down this information. Um, like I said, us at Benefits in a Card, we just deal with our health insurance at HSS, um, but I can let my back office know... let them know that you're having some difficulty with Erica at that Las Vegas, uh, campus or- Can you have someone on your end to give me a call, please? Um, I can try, um, but li- like I said, I'll reach out to my back office, let them know what is ex- exactly is going on and have them reach out to that client specifically, um, and see who actually is taking that information from you. But I did jot down- It's Erica. Her name is... Uh, sir, her name is Erica. Do you have a last name by any chance or just Erica? No, just, just Erica. That's all she said. Okay. That's the only name she gave me. She didn't give me a full name. She just gave me Erica. Okay. Um, so like I said, I'll reach out to my back office, uh, let them know this issue is going on and have them reach out to HSS specifically, uh, uh, corporate, and once I do receive word back, I can ha- either have them, uh, corporate call you back regarding that or I can reach out to you specifically. I truly appreciate it, sir, and thanks for giving me a call. You're welcome. You have a great day, Eugene. Okay? You do the same as well. Thank you. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. May I speak with Eugene Staton?

Speaker speaker_2: Speaking.

Speaker speaker_1: Awesome. This is Justin from Benefits in a Card, calling on behalf of Hospitality Staffing Solutions. How are you doing today?

Speaker speaker_2: I'm doing wonderful.

Speaker speaker_1: Awesome. Good to hear. Just to let you know that this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from HSS on November or October 31st, letting us know you wanted to be enrolled into their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage, but also chose not to participate. So I'm just reaching out confirming what you wanted to do.

Speaker speaker_2: No, I didn't want to... I didn't, uh, want to be part of the coverage.

Speaker speaker_1: No worries. So I'll go ahead and process this as a declination for you, but is there anything else I can help you out with today?

Speaker speaker_2: Yes. Um, this staff agency on, um... Which, which street is it in, um, Nevada, Las Vegas?

Speaker speaker_1: Uh, we just deal with their health insurance here at Benefits in a Card, um, but that staffing agency is Hospitality Staffing Solutions. That's one of our clients.

Speaker speaker_2: Yes. I have a real issue with them.

Speaker speaker_1: Okay.

Speaker speaker_2: I mean, it's a real issue, that when I first applied with them and they gave me, um, a time and a date to come up with their... for a interview.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: When I was... When I went over there to the interview, I explained with the receptionist, her name is Erica, I say every time I try to contact this office, it goes straight to voicemail, and she couldn't give me a good reason for it. So, she gave me the, um, the link... the... do the, um, the paperwork. She said it was about 15 pages long.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, she insisted that once I complete that paperwork, she gave me a cell phone number, not the office number, but a cell phone number, and told me once I complete the, um, documents to send over the back and front, um, of my Social Security number and my, um, driver license to her cell phone number. When I called her on her cell phone number to let her know that I completed the document, she left a voicemail saying that she was going on vacation, and I told her... I texted her back, I said, "I have sent you over my personal documents and that's very unprofessional for you not to reach back out to me. Not only just reach out to me, I'm sending my personal information to a cell phone number." And I found that-

Speaker speaker_1: That's all right. I'm sorry.

Speaker speaker_2: Huh?

Speaker speaker_1: I said I totally understand. I'm sorry to cut you off. Continue.

Speaker speaker_2: So, she insisted that I continue to send her my Social Security, um, um, card, the back and front, and my driver license, and yet I've been trying to call her and she has not returned my phone calls.

Speaker speaker_1: That's all right.

Speaker speaker_2: So, I was gonna report them to the better Bureau of Business because I never did she tell me she needed my information to do my I-9 form.

Speaker speaker_1: Okay.

Speaker speaker_2: Any other professional place I have dealt with, sir, they have a system which I could do a DocuSign on that.

Speaker speaker_1: Sure.

Speaker speaker_2: Not send my personal information over to someone's cell phone.

Speaker speaker_1: Totally understand. Um, so yes, sir, if she, if she... uh, if, if she's continuing to ask you that, um, to send over that documentation fr- from you to her, I would

just let her know. Uh, tell her... decline... uh, actually decline it. Tell her you don't feel comfortable sending that type of information to a cell phone number and just have her reach out to you specifically, either via email or via, uh, phone call, so you can have-

Speaker speaker_2: Yeah. I've requested that, sir, and she has not done it.

Speaker speaker_1: Okay. Um, well, I'll go ahead and notate down this information. Um, like I said, us at Benefits in a Card, we just deal with our health insurance at HSS, um, but I can let my back office know... let them know that you're having some difficulty with Erica at that Las Vegas, uh, campus or-

Speaker speaker_2: Can you have someone on your end to give me a call, please?

Speaker speaker_1: Um, I can try, um, but li- like I said, I'll reach out to my back office, let them know what is ex- exactly is going on and have them reach out to that client specifically, um, and see who actually is taking that information from you. But I did jot down-

Speaker speaker_2: It's Erica. Her name is... Uh, sir, her name is Erica.

Speaker speaker_1: Do you have a last name by any chance or just Erica?

Speaker speaker_2: No, just, just Erica. That's all she said.

Speaker speaker_1: Okay.

Speaker speaker_2: That's the only name she gave me. She didn't give me a full name. She just gave me Erica.

Speaker speaker_1: Okay. Um, so like I said, I'll reach out to my back office, uh, let them know this issue is going on and have them reach out to HSS specifically, uh, uh, corporate, and once I do receive word back, I can ha- either have them, uh, corporate call you back regarding that or I can reach out to you specifically.

Speaker speaker_2: I truly appreciate it, sir, and thanks for giving me a call.

Speaker speaker_1: You're welcome. You have a great day, Eugene. Okay?

Speaker speaker_2: You do the same as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thank you.