

Transcript: Justin

Mills-5049295577071616-6139452396978176

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I was calling about the opt-out of benefits. Okay. What's the staffing agency you work for? Carlton Staffing. And the last four of your social? Uh, 7667. I'm so sorry, I'm pregnant and I gotta throw up. For security purposes, could you verify your home address, including city, state and zip code, Crystal? 3127 Weber Heights, Houston 60770-45. I'm so sorry if you hear me throwing up. I'm so sorry. No worries. I... I... I under- I understand. And your date of birth? 5/20/91. And a good telephone number I have is 512-239-8358. Yes. And the email I have is C-R-Y-S-S-Y 0-8-1-3 at Gmail. Correct. Okay. So looking at the file, it looks like you were in a pending request sent for enrollment. So it looks like Carlton Staffing did auto enroll you into it. However, I'll go ahead and cancel it for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you should be officially canceled. Okay? Okay. So this check, it'll come out, and then that's what they want? Correct. Yes, ma'am. Okay. Is there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. I was calling about the opt-out of benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 7667. I'm so sorry, I'm pregnant and I gotta throw up.

Speaker speaker_0: For security purposes, could you verify your home address, including city, state and zip code, Crystal?

Speaker speaker_1: 3127 Weber Heights, Houston 60770-45. I'm so sorry if you hear me throwing up. I'm so sorry.

Speaker speaker_0: No worries. I... I... I under- I understand. And your date of birth?

Speaker speaker_1: 5/20/91.

Speaker speaker_0: And a good telephone number I have is 512-239-8358.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is C-R-Y-S-S-Y 0-8-1-3 at Gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So looking at the file, it looks like you were in a pending request sent for enrollment. So it looks like Carlton Staffing did auto enroll you into it. However, I'll go ahead and cancel it for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you should be officially canceled. Okay?

Speaker speaker_1: Okay. So this check, it'll come out, and then that's what they want?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.