

Transcript: Justin

Mills-6106284202344448-5365659202961408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. My name's Jose Morales, and I'm calling you to see that... I'm trying to, like, get a job position at this one job, but I'm trying to decline, uh, the insurance, but it wouldn't let me in order to get hired on. And they told me to call this number and to see what you guys, uh, can do or something. Okay. What's the name of that staffing agency you work for? Um, give me a second. Oh, it's OnTrack. Okay, so OnTrack Staffing. And the last four of your Social? Uh, my last four Socials? Oh, fuck. Uh, give me a second. I'm sorry. Please. Uh, 5752. Let's see here. And what was your first and last name again? I'm sorry. Jose Morales. And for security purposes, can you verify the home address, including city, state and zip code, Jose? Mm-hmm. Uh, 600 Blair Drive, Apartment 73, Hurst, Texas 76053. And confirm your date of birth? January 14, 1999. And a good telephone number I have is 214-264-2614. You said 2614? Correct, 2614. Correct, the last number. Yes, sir. Correct. And then you- And the email I have is joeguadalupe.icloud.com. Mm-hmm. Correct. Okay, so I'll go ahead and opt you out of benefits, but is there anything else I can help you out with today, Jose? Um, no, they just told me to call you to see what I can tell them, to tell 'em, like, why, um, my application's not processing. Okay. Was it asking for, like, a confirmation number by any chance or- or what? Yeah, that's what it- that's what it was asking too. Okay. Um, bear with me one second while I generate that for you, okay? Mm-hmm. Okay. So when it comes to the confirmation number, all of the letters will be capitalized, but just let me know whenever you're ready. Mm-hmm. I'm ready. Okay. So I have... Okay. So I have K as in king. Mm-hmm. The number nine. Mm-hmm. L as in Larry. D as in David. D as in Larry? No. L as in Larry. Mm-hmm. And then D as in David. Mm-hmm. Y as in Yankee. Mm-hmm. The number nine. Mm-hmm. J as in Juliet. Mm-hmm. The number one. Yes, sir. W as in whiskey. Mm-hmm. And Z as in zebra. Okay. Is there anything else I can help you out with today, Jose? No, I think that's it. Awesome. Well, thank you for calling Benefits and a Card. Oh, it said, uh, it said, "Invalid confirmation code." Invalid confirmation code? Okay. I'm just gonna see if- Yeah, you s- You said capitalize every letter, right? Correct. Yeah, that's what it said, "Invalid confirmation code." Let's see here. Here, repeat the code back to me. Mm-hmm. K, 9, L, D as in dog, Y, 9, J, 1, W and Z. Uh, Z as in zebra. Yeah. Okay. That's what I put in. G- Oh, okay. I thought you said G. My apologies for that. Oh, no. No, Z. Let's see here. Um, so honestly, I would just let them know, um, so h- let them know you spoke with Benefits and a Card, um, I- Mm-hmm. ... can give you the confirmation number where you declined the benefits. Mm-hmm. Um, and just let them know it's not letting you pro- move on with the application, if you could speak to that local branch you are applying to. Oh, okay. Okay. Thank you. As of right now I did... You're welcome. But as of right now, I did opt you out of benefits, okay? Oh, you did a, how you say it, property out,

whatever? Opt. A-L-T-O, opt you out. Opt. Oh, opt. Opt you out. That's what it means to decline, right, or something? Correct. Oh, okay. All right, thank you. You're welcome. I'll let you know. Have a great day, okay? You too. Thank you. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. My name's Jose Morales, and I'm calling you to see that... I'm trying to, like, get a job position at this one job, but I'm trying to decline, uh, the insurance, but it wouldn't let me in order to get hired on. And they told me to call this number and to see what you guys, uh, can do or something.

Speaker speaker_1: Okay. What's the name of that staffing agency you work for?

Speaker speaker_2: Um, give me a second. Oh, it's OnTrack.

Speaker speaker_1: Okay, so OnTrack Staffing. And the last four of your Social?

Speaker speaker_2: Uh, my last four Socials? Oh, fuck. Uh, give me a second. I'm sorry.

Speaker speaker_1: Please.

Speaker speaker_2: Uh, 5752.

Speaker speaker_1: Let's see here. And what was your first and last name again? I'm sorry.

Speaker speaker_2: Jose Morales.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Jose?

Speaker speaker_2: Mm-hmm. Uh, 600 Blair Drive, Apartment 73, Hurst, Texas 76053.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: January 14, 1999.

Speaker speaker_1: And a good telephone number I have is 214-264-2614.

Speaker speaker_2: You said 2614?

Speaker speaker_1: Correct, 2614. Correct, the last number.

Speaker speaker_2: Yes, sir. Correct.

Speaker speaker_1: And then you- And the email I have is joeguadalupe.icloud.com.

Speaker speaker_2: Mm-hmm. Correct.

Speaker speaker_1: Okay, so I'll go ahead and opt you out of benefits, but is there anything else I can help you out with today, Jose?

Speaker speaker_2: Um, no, they just told me to call you to see what I can tell them, to tell 'em, like, why, um, my application's not processing.

Speaker speaker_1: Okay. Was it asking for, like, a confirmation number by any chance or- or what?

Speaker speaker_2: Yeah, that's what it- that's what it was asking too.

Speaker speaker_1: Okay. Um, bear with me one second while I generate that for you, okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So when it comes to the confirmation number, all of the letters will be capitalized, but just let me know whenever you're ready.

Speaker speaker_2: Mm-hmm. I'm ready.

Speaker speaker_1: Okay. So I have... Okay. So I have K as in king.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The number nine.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: L as in Larry. D as in David.

Speaker speaker_2: D as in Larry?

Speaker speaker_1: No. L as in Larry.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then D as in David.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Y as in Yankee.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The number nine.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: J as in Juliet.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The number one.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: W as in whiskey.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And Z as in zebra.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today, Jose?

Speaker speaker_2: No, I think that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card.

Speaker speaker_2: Oh, it said, uh, it said, "Invalid confirmation code."

Speaker speaker_1: Invalid confirmation code? Okay. I'm just gonna see if-

Speaker speaker_2: Yeah, you s- You said capitalize every letter, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Yeah, that's what it said, "Invalid confirmation code."

Speaker speaker_1: Let's see here. Here, repeat the code back to me.

Speaker speaker_2: Mm-hmm. K, 9, L, D as in dog, Y, 9, J, 1, W and Z.

Speaker speaker_1: Uh, Z as in zebra.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: That's what I put in.

Speaker speaker_1: G- Oh, okay. I thought you said G. My apologies for that.

Speaker speaker_2: Oh, no. No, Z.

Speaker speaker_1: Let's see here. Um, so honestly, I would just let them know, um, so h- let them know you spoke with Benefits and a Card, um, I-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... can give you the confirmation number where you declined the benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and just let them know it's not letting you pro- move on with the application, if you could speak to that local branch you are applying to.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: As of right now I did... You're welcome. But as of right now, I did opt you out of benefits, okay?

Speaker speaker_2: Oh, you did a, how you say it, property out, whatever?

Speaker speaker_1: Opt. A-L-T-O, opt you out. Opt.

Speaker speaker_2: Oh, opt. Opt you out. That's what it means to decline, right, or something?

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, okay. All right, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: I'll let you know.

Speaker speaker_1: Have a great day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right, bye-bye.