

Transcript: Justin

Mills-6460125586702336-5250506063396864

Full Transcript

Thank you for calling Benefits and Encourage. This is Justin. How can I help you today? Hi. I wanted to call to let you all know that, um, I didn't want you guys to charge me for the insurance 'cause the agency that I'm working for told me to call this number so I won't get charged since I have my own insurance. Okay. What's the staffing agency you work for? Uh, give me a second. Oh. Um, it's, uh... I forgot what's the agency called. The, um, Intetric Trade-Trade Services. I think, I think that's it though. Um, Integrity Trade Services? Mm-hmm. And the last four of your Social? 7086. And what was your first and last name? Yuli Gonzalez. And you said you recently just started with Integrity, correct? Yes. I started last week. Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to opt you out of Integrity Trade Services benefits, I need your full Social. Okay. If, uh... My full Social is, um, 347-02-7086. You said 7082 or 6? Eight... 7086. Two or six as the last number? The two last numbers are 86. 86? Yeah. Okay. And will you spell your first name for me? Yuli Gonzalez. Go ahead and- Y-U-L-I. Okay. And Gonzalez with an S at the end. Okay. And your home address, including city, state and zip code. 2503 West 71st Street, Chicago, Illinois, 60629. And your date of birth? November 20, 2002. And a good telephone number has 312-618-6322? Yes. And do you have a good email? Uh, ygonzalez, with Z at the end, 01124@gmail.com. Okay. Um, so- Yeah. ... I'll go ahead and opt you out. Is there anything else I could help you out with today? Uh, no. So, I won't be getting charged when I get my paycheck for the insurance, right? Correct. You won't be charged. Okay. Okay, I just wanted to make sure then, 'cause they did tell me that they were gonna remove, um, for the insurance. But I told her that I already have insurance, that I don't need it. Okay. Well, I went ahead and opted you out. Is there anything else I could help you out with today? No, that'll be all. Thank you very much. Awesome. You're welcome. You have a great day, okay? Oh, thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. I wanted to call to let you all know that, um, I didn't want you guys to charge me for the insurance 'cause the agency that I'm working for told me to call this number so I won't get charged since I have my own insurance.

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

Speaker speaker_1: Uh, give me a second. Oh. Um, it's, uh... I forgot what's the agency called. The, um, Intetric Trade- Trade Services. I think, I think that's it though.

Speaker speaker_0: Um, Integrity Trade Services?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7086.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Yuli Gonzalez.

Speaker speaker_0: And you said you recently just started with Integrity, correct?

Speaker speaker_1: Yes. I started last week.

Speaker speaker_0: Okay, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create a file in our system to opt you out of Integrity Trade Services benefits, I need your full Social.

Speaker speaker_1: Okay. If, uh... My full Social is, um, 347-02-7086.

Speaker speaker_0: You said 7082 or 6?

Speaker speaker_1: Eight... 7086.

Speaker speaker_0: Two or six as the last number?

Speaker speaker_1: The two last numbers are 86.

Speaker speaker_0: 86?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And will you spell your first name for me?

Speaker speaker_1: Yuli Gonzalez.

Speaker speaker_0: Go ahead and-

Speaker speaker_1: Y-U-L-I.

Speaker speaker_0: Okay.

Speaker speaker_1: And Gonzalez with an S at the end.

Speaker speaker_0: Okay. And your home address, including city, state and zip code.

Speaker speaker_1: 2503 West 71st Street, Chicago, Illinois, 60629.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 20, 2002.

Speaker speaker_0: And a good telephone number has 312-618-6322?

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Uh, ygonzalez, with Z at the end, 01124@gmail.com.

Speaker speaker_0: Okay. Um, so-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'll go ahead and opt you out. Is there anything else I could help you out with today?

Speaker speaker_1: Uh, no. So, I won't be getting charged when I get my paycheck for the insurance, right?

Speaker speaker_0: Correct. You won't be charged.

Speaker speaker_1: Okay. Okay, I just wanted to make sure then, 'cause they did tell me that they were gonna remove, um, for the insurance. But I told her that I already have insurance, that I don't need it.

Speaker speaker_0: Okay. Well, I went ahead and opted you out. Is there anything else I could help you out with today?

Speaker speaker_1: No, that'll be all. Thank you very much.

Speaker speaker_0: Awesome. You're welcome. You have a great day, okay?

Speaker speaker_1: Oh, thank you. You too. Thank you.