

## Transcript: Malcolm

Nash-4652700904112128-5481506220982272

### Full Transcript

Yes, I'm benefits for the card. This is Malcolm. How can I help you? Yeah, my name's James Leath and I want to waive the insurance, uh, on my paycheck. What staffing company do you work for? Uh, it's of ... for ... Golf. For the staffing company- Which is Ameri- Ameristaff Corporation, I think, or- Americastaff? Ameri- Americorp Staffing, I guess it's called. Yeah. Americastaff Corp? Yeah, Americastaff Corp. Yeah. What's the last four of your social? 7191. First name? James. Last name Leath, L-E-A-T-H. Spell it one more time. L-E-A-T-H. Are you a brand new hire? Uh, well, basically yeah, because I... we're, we're switching from Tru into this new company and going to Ameristaff for the payroll part. Are you saying Ameristaff or Americastaff Corp? It's A- A-M-E-R-I... I think it's... think that's the name of it. It's, I think, it's called Americ- is it Ameristaff Corporation or Americorp Set- Staffing? It's I'm trying to remember the name of the company. You said your first name's James? Yeah. Okay. So you're not showing up in the system. I just want to make sure I'm putting you in the right, uh, staffing company. Okay. All right. Well- Because there, we have- It's for Mohawk- ... Ameri- For Mohawk Park Golf Corporate, Golf, Mohawk Park Golf, uh- So then, um, I need, I need to know if it's Ameristaff or it's Americastaff Corp? I think it's, uh, listed as Ameristaff. Let me double check. Hang on a second. Yes, sir. It's Americanstaff Corp, that's what it's called. Thanks, sir. It's employment agent 6301 South Mingo Road. What's your full social? Tulsa. Huh? S- so what's your full social or I'm not going to add you in the system. Okay. It's 44652- Mm-hmm. 7191. You said 446527191? Yes. And it's James, J-A-M-E-S? J-A-M-E-S is the first name. L-E-A-T-H- And that- ... is the last. Spell the last name one more time. L-E-A-T-H. L-E-A-T-H? T as in Tom, H. So L as in Lima, L as in Lima, E as in Echo, A as in Apple, T as in Tango, H as in Hotel? Right. Okay. And address? 2725 South 136 East Avenue, Tulsa, Oklahoma. Zip code? 74134. Date of birth? 12081949. Email? My last name, L-E-A-T-H, then victor, I, L-L, E @cox, C-O-X.net. Spell it, will you spell it, spell it one more time for me? Leathville is my last name and then Victor, I, L-L, E, leathville@cox.net and Cox is C-O-X. And your phone number? 918-695-1107. Yeah. I- I got that client for you, Mr. James. Was there anything else I can help you with today? No, um, I've... when I went to, uh, them, Americorp Staffing, whatever, I, uh, filled out, uh, all the information there and I got a confirmation number, uh, from them and I don't know why I'm not in the system if it wasn't in there before. Is it not showing that I was in the system? No, sir. Hmm. How long- So- ... ago did you, did you fill for me and in person? That was, um, what was it? March, uh, 13th or 14th, I think. Hmm. Then it should have been processed by now. Maybe it- Oh. I'm not sure why it's not showing up, but we can... I did de- that decline for you and it should... It was Americastaff Corp? Yeah. Okay. Yeah, I got a decline for you, Mr. James. I got your social right. You didn't show up in this. Typically, if you were in the system, it would have showed up, would have shown up with just when I put your social in. Mm. Okay. Was there anything else I could help

you with today, Mr. James? No, I- that's it. If it's... if that's, if that's all you can do to take care of it, because apparently they were saying- Yes. ... that I needed to do this before I got my first paycheck. Yes, sir. I already... I mean, that's all I needed from you. Okay. All right. There's nothing else. Thanks for calling Benefits on the Card. I hope you have a great rest of your day. Okay. Thank you. No problem.

## Conversation Format

Speaker speaker\_0: Yes, I'm benefits for the card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, my name's James Leath and I want to waive the insurance, uh, on my paycheck.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, it's of ... for ... Golf.

Speaker speaker\_0: For the staffing company-

Speaker speaker\_1: Which is Ameri- Ameristaff Corpo- oration, I think, or-

Speaker speaker\_0: Americastaff?

Speaker speaker\_1: Ameri- Americorp Staffing, I guess it's called. Yeah.

Speaker speaker\_0: Americastaff Corp?

Speaker speaker\_1: Yeah, Americastaff Corp. Yeah.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 7191.

Speaker speaker\_0: First name?

Speaker speaker\_1: James. Last name Leath, L-E-A-T-H.

Speaker speaker\_0: Spell it one more time.

Speaker speaker\_1: L-E-A-T-H.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Uh, well, basically yeah, because I... we're, we're switching from Tru into this new company and going to Ameristaff for the payroll part.

Speaker speaker\_0: Are you saying Ameristaff or Americastaff Corp?

Speaker speaker\_1: It's A- A-M-E-R-I... I think it's... think that's the name of it. It's, I think, it's called Ameri- is it Ameristaff Corporation or Americorp Set- Staffing? It's I'm trying to remember the name of the company.

Speaker speaker\_0: You said your first name's James?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So you're not showing up in the system. I just want to make sure I'm putting you in the right, uh, staffing company.

Speaker speaker\_1: Okay. All right. Well-

Speaker speaker\_0: Because there, we have-

Speaker speaker\_1: It's for Mohawk-

Speaker speaker\_0: ... Ameri-

Speaker speaker\_1: For Mohawk Park Golf Corporate, Golf, Mohawk Park Golf, uh-

Speaker speaker\_0: So then, um, I need, I need to know if it's Ameristaff or it's Americastaff Corp?

Speaker speaker\_1: I think it's, uh, listed as Ameristaff. Let me double check. Hang on a second.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: It's Americanstaff Corp, that's what it's called.

Speaker speaker\_0: Thanks, sir.

Speaker speaker\_1: It's employment agent 6301 South Mingo Road.

Speaker speaker\_0: What's your full social?

Speaker speaker\_1: Tulsa. Huh?

Speaker speaker\_0: S- so what's your full social or I'm not going to add you in the system.

Speaker speaker\_1: Okay. It's 44652-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 7191.

Speaker speaker\_0: You said 446527191?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And it's James, J-A-M-E-S?

Speaker speaker\_1: J-A-M-E-S is the first name. L-E-A-T-H-

Speaker speaker\_0: And that-

Speaker speaker\_1: ... is the last.

Speaker speaker\_0: Spell the last name one more time.

Speaker speaker\_1: L-E-A-T-H.

Speaker speaker\_0: L-E-A-T-H?

Speaker speaker\_1: T as in Tom, H.

Speaker speaker\_0: So L as in Lima, L as in Lima, E as in Echo, A as in Apple, T as in Tango, H as in Hotel?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. And address?

Speaker speaker\_1: 2725 South 136 East Avenue, Tulsa, Oklahoma.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 74134.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 12081949.

Speaker speaker\_0: Email?

Speaker speaker\_1: My last name, L-E-A-T-H, then victor, I, L-L, E @cox, C-O-X.net.

Speaker speaker\_0: Spell it, will you spell it, spell it one more time for me?

Speaker speaker\_1: Leathville is my last name and then Victor, I, L-L, E, leathville@cox.net and Cox is C-O-X.

Speaker speaker\_0: And your phone number?

Speaker speaker\_1: 918-695-1107.

Speaker speaker\_0: Yeah. I- I got that client for you, Mr. James. Was there anything else I can help you with today?

Speaker speaker\_1: No, um, I've... when I went to, uh, them, Americorp Staffing, whatever, I, uh, filled out, uh, all the information there and I got a confirmation number, uh, from them and I don't know why I'm not in the system if it wasn't in there before. Is it not showing that I was in the system?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Hmm.

Speaker speaker\_0: How long-

Speaker speaker\_1: So-

Speaker speaker\_0: ... ago did you, did you fill for me and in person?

Speaker speaker\_1: That was, um, what was it? March, uh, 13th or 14th, I think.

Speaker speaker\_0: Hmm. Then it should have been processed by now. Maybe it-

Speaker speaker\_1: Oh.

Speaker speaker\_0: I'm not sure why it's not showing up, but we can... I did de- that decline for you and it should... It was Americastaff Corp?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yeah, I got a decline for you, Mr. James. I got your social right. You didn't show up in this. Typically, if you were in the system, it would have showed up, would have shown up with just when I put your social in.

Speaker speaker\_1: Mm.

Speaker speaker\_0: Okay. Was there anything else I could help you with today, Mr. James?

Speaker speaker\_1: No, I- that's it. If it's... if that's, if that's all you can do to take care of it, because apparently they were saying-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... that I needed to do this before I got my first paycheck.

Speaker speaker\_0: Yes, sir. I already... I mean, that's all I needed from you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. There's nothing else. Thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem.