

Transcript: Malcolm

Nash-4729504479789056-5555352871059456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. It's time for the Hey, my name is Dorothy Nickens. I was applying for this job for Hanley and it gave me the opportunity to, um, to apply for the, uh, benefits and the card. I mean, so, um, yeah. The card insurance. So you want to get enrolled or you want to get information? Um, it keeps asking me for like the code, like a confirmation code. I tried it on register, but it wouldn't let me. And, and what staffing company do you work for? On Track Staffing, Hannah. You say On Track Staffing, Hannah? Yes. On Track Staffing. Yes. Okay. What's the last four of your social? 266, I mean, 299- Just the last four. I just need the last four. Eight, oh, four? 2323. Mm-hmm. First name? Dorothy. D-O-R-O-T-H-Y. You said you were On Track Staffing and the last four is 2323? Yeah. Hmm. Are you, are you a brand new hire? 'Cause it's not showing that you're in the system. Right. Brand new. Okay. What's your full social? 299- Mm-hmm. ... C8 2323. Thank you. And, and how you spell your first name again? D-O-R-O-T-H-Y. And last name? Nickens. N-I-C-K-E-N-S. Address? Get an address please. 795 East State Drive. 795 East State Drive. State Drive. Union Springs, Alabama. Zip code? I'm sorry? Zip code. 36089. Date of birth? 06/14/1970. Email? B-N-19-70-midway@gmail.com. And phone number? 334-947-4813. You said 334-947-4813? 4-... 4813, correct. All right. What type of coverage were you wanting to get enrolled into? Um, I'm not sure. Like what kind... You know. All right, so they offer you medical, free Rx, dental, short-term disability, life insurance- They said that, um, C... or, uh, free Rx. You said, what is it? Free Rx. Are you asking what it is or are you saying you want to get enrolled? Enrolled. All right. What else were you interested in? Uh, that's it. I think. You just want to- I don't know. I'm just, I'm just going by the job thing. I'm not sure. So you do have 30 days from the date you receive your first paycheck to get enrolled in coverage. So if you, if you... you still have time to get enrolled if you want me to send you a benefits guide before you make your options... you pick your options? Yes. Okay. Give me one moment. Let me get that benefits guide sent to your email. All right. I just sent that benefits guide to your email. Okay. Thank you. So what, so what I'ma do, I'm not gonna, uh... you don't have to pick options today 'cause I said you do have 30 days from the date you receive your first paycheck. I'ma go ahead and get you added in the system so whenever you call back they, they'll be able to find you. Okay. So once you... whenever you're ready, just give us a call back and then we can get you enrolled into the coverage. Okay. Thank you. So give me one, give me one moment before you go. I wouldn't able to... it, it wasn't... it didn't go to that email. What was your email again? B-N-19-70-midway@gmail.com. So it's midway, M-I-D-W-A-Y? Correct. @gmail.com. You said B as in boy, N as in Nancy, 1970, at mid... and midway@gmail.com? Yes. It's saying that that's not a good... that's not a accurate email. It bounced back. I'm sorry. It's saying that's not a accurate email and then it bounced back. That's the right one, though. B-N-19-70-midway@gmail.com. Yeah. That's right. M-I-D-W-A...

Okay. Well, then I'll have them help when I get here. All right. Well, is there anything else I can help you with today, Miss Dorothy? No.

Conversation Format

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

Speaker speaker_1: It's time for the

Speaker speaker_2: Hey, my name is Dorothy Nickens. I was applying for this job for Hanley and it gave me the opportunity to, um, to apply for the, uh, benefits and the card. I mean, so, um, yeah. The card insurance. So you want to get enrolled or you want to get information? Um, it keeps asking me for like the code, like a confirmation code. I tried it on register, but it wouldn't let me. And, and what staffing company do you work for? On Track Staffing, Hannah. You say On Track Staffing, Hannah? Yes. On Track Staffing. Yes. Okay. What's the last four of your social? 266, I mean, 299- Just the last four. I just need the last four. Eight, oh, four? 2323. Mm-hmm. First name? Dorothy. D-O-R-O-T-H-Y. You said you were On Track Staffing and the last four is 2323? Yeah. Hmm. Are you, are you a brand new hire? 'Cause it's not showing that you're in the system. Right. Brand new. Okay. What's your full social? 299-Mm-hmm. ... C8 2323. Thank you. And, and how you spell your first name again? D-O-R-O-T-H-Y. And last name? Nickens. N-I-C-K-E-N-S. Address? Get an address please. 795 East State Drive. 795 East State Drive. State Drive. Union Springs, Alabama. Zip code? I'm sorry? Zip code. 36089. Date of birth? 06/14/1970. Email? B-N-19-70-midway@gmail.com. And phone number? 334-947-4813. You said 334-947-4813? 4-... 4813, correct. All right. What type of coverage were you wanting to get enrolled into? Um, I'm not sure. Like what kind... You know. All right, so they offer you medical, free Rx, dental, short-term disability, life insurance- They said that, um, C... or, uh, free Rx. You said, what is it? Free Rx. Are you asking what it is or are you saying you want to get enrolled? Enrolled. All right. What else were you interested in? Uh, that's it. I think. You just want to- I don't know. I'm just, I'm just going by the job thing. I'm not sure. So you do have 30 days from the date you receive your first paycheck to get enrolled in coverage. So if you, if you... you still have time to get enrolled if you want me to send you a benefits guide before you make your options... you pick your options? Yes. Okay. Give me one moment. Let me get that benefits guide sent to your email. All right. I just sent that benefits guide to your email. Okay. Thank you. So what, so what I'ma do, I'm not gonna, uh... you don't have to pick options today 'cause I said you do have 30 days from the date you receive your first paycheck. I'ma go ahead and get you added in the system so whenever you call back they, they'll be able to find you. Okay. So once you... whenever you're ready, just give us a call back and then we can get you enrolled into the coverage. Okay. Thank you. So give me one, give me one moment before you go. I wouldn't be able to... it, it wasn't... it didn't go to that email. What was your email again? B-N-19-70-midway@gmail.com. So it's midway, M-I-D-W-A-Y? Correct. @gmail.com. You said B as in boy, N as in Nancy, 1970, at mid... and midway@gmail.com? Yes. It's saying that that's not a good... that's not a accurate email. It bounced back. I'm sorry. It's saying that's not a accurate email and then it bounced back. That's the right one, though. B-N-19-70-midway@gmail.com. Yeah. That's right. M-I-D-W-A... Okay. Well, then I'll have

them help when I get here. All right. Well, is there anything else I can help you with today, Miss Dorothy? No.