

## **Transcript: Malcolm**

**Nash-5043958129311744-6536571470692352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Of course it's only gonna fit so many cards in, I'm not, I'm not gonna help you. Hello, how you doing? I'm doing good. How about you? I'm fine. Um, I work for a temp agency. Mm-hmm. And everybody has been complaining about them taking \$200 out of their check for insurance. Mm-hmm. And I just wanna make sure I'm not in that number. All right. What staffing company do you work for? Wagner. Last four to your Social? Seven, zero, seven, seven. First name? Patrice. Last name? Lester. L-E-S-T-E-R. For security purposes, can you verify your address and date of birth for me? 408 Chadwick Circle, Bon Air, 31005. And what else you said? Date of birth? 011585. Okay. There's no phone number provided. Is that a phone number? 478-230-0494. 478- 478-230-0494. And then email? L-A-D-Y, P as in Patrice, 653@gmail.com. You said ladyp653@gmail.com? Correct. Yeah. So it does, so Wagner does auto enroll their employees. So you saying you want to decline the auto enrollment? Yes. Because they say them people \$200 and don't give them back. They already don't pay us nothing. I can't afford to have y'all take \$200 out my check. That'd be half of the check. And I already pay insurance anyway. I, I got that declined for you, Ms. Lester. Was there anything else I helped you with today? So, so it won't, so it won't, so I won't be charged for it? No, ma'am. Okay. Thank you so much. No problem, Ms. Lester.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Of course it's only gonna fit so many cards in, I'm not, I'm not gonna help you.

Speaker speaker\_2: Hello, how you doing?

Speaker speaker\_1: I'm doing good. How about you?

Speaker speaker\_2: I'm fine. Um, I work for a temp agency.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And everybody has been complaining about them taking \$200 out of their check for insurance.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I just wanna make sure I'm not in that number.

Speaker speaker\_1: All right. What staffing company do you work for?

Speaker speaker\_2: Wagner.

Speaker speaker\_1: Last four to your Social?

Speaker speaker\_2: Seven, zero, seven, seven.

Speaker speaker\_1: First name?

Speaker speaker\_2: Patrice.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Lester. L-E-S-T-E-R.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 408 Chadwick Circle, Bon Air, 31005. And what else you said?

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: 011585.

Speaker speaker\_1: Okay. There's no phone number provided. Is that a phone number?

Speaker speaker\_2: 478-230-0494.

Speaker speaker\_1: 478- 478-230-0494. And then email?

Speaker speaker\_2: L-A-D-Y, P as in Patrice, 653@gmail.com.

Speaker speaker\_1: You said ladyp653@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Yeah. So it does, so Wagner does auto enroll their employees. So you saying you want to decline the auto enrollment?

Speaker speaker\_2: Yes. Because they say them people \$200 and don't give them back. They already don't pay us nothing. I can't afford to have y'all take \$200 out my check. That'd be half of the check. And I already pay insurance anyway.

Speaker speaker\_1: I, I got that declined for you, Ms. Lester. Was there anything else I helped you with today?

Speaker speaker\_2: So, so it won't, so it won't, so I won't be charged for it?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem, Ms. Lester.