

## Transcript: Pamela

**Blanc-4961441635811328-6016043592368128**

### Full Transcript

Thank you for calling Benefits in a Car. This is , how may I help you? Hi. I wanted to call because I think on my, uh, through American Staff Corp, I have benefits and I don't need them, and I wanted to decline them. Okay. What's the name of the staffing agency, you said? Uh, American Staff Corp. The last four digits of the Social Security number? Uh, 3123. One second. And you are... Can you say your first and last name again, sir? Uh, Jason Tryon, T-R-Y-O-N. And the last four is 3123? Yes. And when was it that you started working for them, sir? I just started working for them today, and I was doing it before I- Oh. ... start this weekend. Okay. So, we have not received yet their, um, the paperwork from them. It usually takes- Okay. ... us a week after you start working. But if you're willing to provide your personal information, you could give us a call. I mean, I'm sorry- Okay. Uh, we could go ahead and create the file or you could give us a call back next week. I could just do the personal information now. I don't mind. So it just- Okay. ... gets canceled so I don't have to make the call. Mm. Yes, sir. Um, American Staff Corp. And this time I'm gonna need the whole Social Security number, sir. That's fine. Uh, it's 620-60-3123. Okay. I'm gonna read it back to you just to make sure I have it correct. 620-603-3123. Yep. Okay. Okay. I'm gonna need, let's see. Your first name is Jason. Can you spell your last name just to make sure I have it correct? Yeah. Uh, it's Tryon, uh, T-R-Y-O-N. Okay. And your date of birth? Uh, 12/01/'92. Is the telephone number you're calling from a good number to reach you, sir? Yes. Let's see. Um, a mailing address, sir. What is it? We need a mailing address. A mailing address, you said? Yes. Yeah, um, it's 83... Hold on just one second. Um, it's 8303 North 138th East Avenue, Apartment 203, Owasso, Oklahoma. And the ZIP code? Uh, 74055. Okay. All right, Mr. Run, I went ahead and created the file and declined the auto enrollment. Is there anything else I can do for you, sir? Nope. So I don't got to make a call or anything? It's just, you know, once I get... It, it goes through, it'll be declined? Yes. Um, you will- Okay. ... receive text messages reminding you of the enrollment. You just ignore- Mm-hmm. ... them. Okay. That sounds good to me. All right. All right. Thank you for calling Benefits in a Car. Have a great rest of the day, sir. Thank you. You too. Bye. Okay.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is , how may I help you?

Speaker speaker\_1: Hi. I wanted to call because I think on my, uh, through American Staff Corp, I have benefits and I don't need them, and I wanted to decline them.

Speaker speaker\_0: Okay. What's the name of the staffing agency, you said?

Speaker speaker\_1: Uh, American Staff Corp.

Speaker speaker\_0: The last four digits of the Social Security number?

Speaker speaker\_1: Uh, 3123.

Speaker speaker\_0: One second. And you are... Can you say your first and last name again, sir?

Speaker speaker\_1: Uh, Jason Tryon, T-R-Y-O-N.

Speaker speaker\_0: And the last four is 3123?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And when was it that you started working for them, sir?

Speaker speaker\_1: I just started working for them today, and I was doing it before I-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... start this weekend.

Speaker speaker\_0: Okay. So, we have not received yet their, um, the paperwork from them. It usually takes-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... us a week after you start working. But if you're willing to provide your personal information, you could give us a call. I mean, I'm sorry-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, we could go ahead and create the file or you could give us a call back next week.

Speaker speaker\_1: I could just do the personal information now. I don't mind. So it just-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... gets canceled so I don't have to make the call.

Speaker speaker\_0: Mm. Yes, sir. Um, American Staff Corp. And this time I'm gonna need the whole Social Security number, sir.

Speaker speaker\_1: That's fine. Uh, it's 620-60-3123.

Speaker speaker\_0: Okay. I'm gonna read it back to you just to make sure I have it correct. 620-603-3123.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Okay. I'm gonna need, let's see. Your first name is Jason. Can you spell your last name just to make sure I have it correct?

Speaker speaker\_1: Yeah. Uh, it's Tryon, uh, T-R-Y-O-N.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: Uh, 12/01/'92.

Speaker speaker\_0: Is the telephone number you're calling from a good number to reach you, sir?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Let's see. Um, a mailing address, sir.

Speaker speaker\_1: What is it?

Speaker speaker\_0: We need a mailing address.

Speaker speaker\_1: A mailing address, you said?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah, um, it's 83... Hold on just one second. Um, it's 8303 North 138th East Avenue, Apartment 203, Owasso, Oklahoma.

Speaker speaker\_0: And the ZIP code?

Speaker speaker\_1: Uh, 74055.

Speaker speaker\_0: Okay. All right, Mr. Run, I went ahead and created the file and declined the auto enrollment. Is there anything else I can do for you, sir?

Speaker speaker\_1: Nope. So I don't got to make a call or anything? It's just, you know, once I get... It, it goes through, it'll be declined?

Speaker speaker\_0: Yes. Um, you will-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... receive text messages reminding you of the enrollment. You just ignore-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... them.

Speaker speaker\_1: Okay. That sounds good to me.

Speaker speaker\_0: All right. All right. Thank you for calling Benefits in a Car. Have a great rest of the day, sir.

Speaker speaker\_1: Thank you. You too. Bye.

Speaker speaker\_0: Okay.