

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hi, um, yes, I went to Carlton Staffing for an orientation today and was given the, uh, Benefits in a Card information and provided with the 1-800 number or if I wasn't interested in signing up. Okay. And I- And who do you enroll, I mean, sorry, who, who you will be working with? I will be working for C Enviro starting on Monday. That's the name of the staffing agency? Oh, no, I'm sorry, the s- the staffing agency is Carlton. Okay. So since you did the onboarding today, I doubted that we have your information, but let's try. Um... Okay. What's the last 14 digits of your Social? 2343. And your first and last name? Danielle Vallejo. Okay. So, Miss Vallejo, usually we get information for Carlton like a week after you start working. Okay. But if you're willing to provide the personal information, we could go ahead and create a file and decline the enrollment, or you could give us a call back like a week after you start working. Okay. Um, you know, what information do you need? I'm gonna need your whole Social Security number, mailing address, date of birth, uh, phone number, um, that information. And you need that if I'm not participating in the benefits program? We're going to get your file regardless. Okay. Okay. Um, through Carlton. Okay. And I know people don't like to give the information over the phone, so that's we - I should - I should... okay. ... give them - they - just, uh, a choice if they want to wait and give us a call back. Okay, I'll do that. Just don't forget to call... Don't... Just don't forget to give us a call. I won't. I won't. Thank you for your help. Have a great day. No problem. You too. Have a great rest of the day. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hi, um, yes, I went to Carlton Staffing for an orientation today and was given the, uh, Benefits in a Card information and provided with the 1-800 number or if I wasn't interested in signing up.

Speaker speaker_1: Okay.

Speaker speaker_2: And I-

Speaker speaker_1: And who do you enroll, I mean, sorry, who, who you will be working with?

Speaker speaker_2: I will be working for C Enviro starting on Monday.

Speaker speaker_1: That's the name of the staffing agency?

Speaker speaker_2: Oh, no, I'm sorry, the s- the staffing agency is Carlton.

Speaker speaker_1: Okay. So since you did the onboarding today, I doubted that we have your information, but let's try. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last 14 digits of your Social?

Speaker speaker_2: 2343.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Danielle Vallejo.

Speaker speaker_1: Okay. So, Miss Vallejo, usually we get information for Carlton like a week after you start working.

Speaker speaker_2: Okay.

Speaker speaker_1: But if you're willing to provide the personal information, we could go ahead and create a file and decline the enrollment, or you could give us a call back like a week after you start working.

Speaker speaker_2: Okay. Um, you know, what information do you need?

Speaker speaker_1: I'm gonna need your whole Social Security number, mailing address, date of birth, uh, phone number, um, that information.

Speaker speaker_2: And you need that if I'm not participating in the benefits program?

Speaker speaker_1: We're going to get your file regardless.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Um, through Carlton.

Speaker speaker_2: Okay.

Speaker speaker_1: And I know people don't like to give the information over the phone, so that's we -

Speaker speaker_2: I should - I should... okay.

Speaker speaker_1: ... give them - they - just, uh, a choice if they want to wait and give us a call back.

Speaker speaker_2: Okay, I'll do that.

Speaker speaker_1: Just don't forget to call... Don't... Just don't forget to give us a call.

Speaker speaker_2: I won't. I won't. Thank you for your help. Have a great day.

Speaker speaker_1: No problem. You too. Have a great rest of the day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.