

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits How may I, how may I help you? Hello? Yes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yeah, uh, I was given this number by a place that I've just taken employment with. I'm supposed to call to deny, uh, insurance coverage so it doesn't come out my check. Who do you go- going to be working for? Uh, American Staffing Corp. May I have the last four digits of your Social to see if we have your files? The, the last four? Yes, sir. Uh, they're all 992. First and last name. Uh, Richardson. R-I-C-H-A-R-D-S-O-N. And the last name? That's Richardson. R-I-C-H-A-R-D-S-O-N. And you said the last four is 0992? Yes. Bear with me, sir. I'm sorry, do what? I'm trying to see if we have your file, but it seems like- Oh, okay. ... we haven't been... Um, we don't have a file for you yet. We could go ahead and create one if you're willing to provide the personal information. If not, you could give us a call back after a week of when you start working. We should have the file then. Okay, so if I wait for a week and then they take it out of my first check after that first week, then I, I've waited too long then, right? No, they will not take it out of your first paycheck. You just need to give us a call, um, like couple of days after you start working. Yeah. I mean, if it's, if it's fine to go ahead and do it now, I mean, I can go ahead and give you that information, yeah. Yeah. Um... Oh. Um. We're going to need this time your whole Social Security number. I'm sorry. Say that again. This time I'm going to need your whole Social Security number. Okay, well, let me just, let me just wait and let's see, today is Wednesday. I start work tomorrow, so I ought to be able to call back Friday and it ought to be already started, right? Next Friday. Well... Oh, okay. That's right. Because I work tomorrow, I'll start work tomorrow and then it'll be two weeks before I receive that first check. Okay. All right. So that's what we'll do then. No problem, sir. All right. Thank you very much. Bye-bye. Just, just don't forget to give us a call.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits How may I, how may I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, uh, I was given this number by a place that I've just taken employment with. I'm supposed to call to deny, uh, insurance coverage so it doesn't come out my check.

Speaker speaker_0: Who do you go- going to be working for?

Speaker speaker_1: Uh, American Staffing Corp.

Speaker speaker_0: May I have the last four digits of your Social to see if we have your files?

Speaker speaker_1: The, the last four?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Uh, they're all 992.

Speaker speaker_0: First and last name.

Speaker speaker_2: Uh, Richardson. R-I-C-H-A-R-D-S-O-N.

Speaker speaker_0: And the last name?

Speaker speaker_1: That's Richardson. R-I-C-H-A-R-D-S-O-N.

Speaker speaker_0: And you said the last four is 0992?

Speaker speaker_1: Yes.

Speaker speaker_0: Bear with me, sir.

Speaker speaker_1: I'm sorry, do what?

Speaker speaker_0: I'm trying to see if we have your file, but it seems like-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... we haven't been... Um, we don't have a file for you yet. We could go ahead and create one if you're willing to provide the personal information. If not, you could give us a call back after a week of when you start working. We should have the file then.

Speaker speaker_1: Okay, so if I wait for a week and then they take it out of my first check after that first week, then I, I've waited too long then, right?

Speaker speaker_0: No, they will not take it out of your first paycheck. You just need to give us a call, um, like couple of days after you start working.

Speaker speaker_1: Yeah. I mean, if it's, if it's fine to go ahead and do it now, I mean, I can go ahead and give you that information, yeah.

Speaker speaker_0: Yeah. Um... Oh. Um. We're going to need this time your whole Social Security number.

Speaker speaker_1: I'm sorry. Say that again.

Speaker speaker_0: This time I'm going to need your whole Social Security number.

Speaker speaker_1: Okay, well, let me just, let me just wait and let's see, today is Wednesday. I start work tomorrow, so I ought to be able to call back Friday and it ought to be already started, right?

Speaker speaker_0: Next Friday.

Speaker speaker_1: Well... Oh, okay. That's right. Because I work tomorrow, I'll start work tomorrow and then it'll be two weeks before I receive that first check. Okay. All right. So that's what we'll do then.

Speaker speaker_0: No problem, sir.

Speaker speaker_1: All right. Thank you very much. Bye-bye.

Speaker speaker_0: Just, just don't forget to give us a call.