

Transcript: Pamela

Blanc-5498174277730304-6490864700145664

Full Transcript

And benefits ... and benefits center. Hi, Yeesha. How you doing? Good. How you doing today? Hello. How may I help you? Yes, I was calling to see, um, if I had opted out for the benefits package? Sure. May I have the last four digits of your social and the staffing agency you work for? 3523 Integrity. 3523? Yes, ma'am. Your first and last name, ma'am? Yeesha Johnson. So, let me make sure I have that correctly. So we got Integrity? Yeah. Mm-hmm. And the last four digits, 3523? Yes. When did you start working for them? I just started work Monday but I filled out my paperwork and, um, I just wanted to make sure that when I did fill it out, I opt out for the Medicare return. Okay. So we don't receive the paperwork until like a week after you start working. So it's not showing yet on our system. If you're willing to provide the personal information, I could go ahead and create a file and opt you out. Or you could give us a call back, I would say, I would say next week- No. ... Monday or Tuesday. Would that result in y'all still charging me on my check when I get paid further or no? No. If I didn't opt out? No, ma'am. No, let's go ahead and do it right now. Come on. Okay. So this time, I'm gonna need your whole social security number. Okay. You ready? Yes, ma'am. 359- 359- 7... 72. 72. 3523. 3523. Integrity. Right. You said your last name's Johnson? Yes, ma'am. Okay. Just spell your first name, just to make sure I have it correct. No problem. T as in Tom. Y-e-s-h-a. And your date of birth? 8/11/'83. Is the phone number you're calling from a good number to reach you? Yes, ma'am. 69449857. Now I need a mailing address. 308 East 148th Place, Unit 2, Harvey, Illinois, 60426. Can you repeat the, um, zip code for me please? 60426. All right. So... Okay. So I went ahead and, um, declined the auto enrollment. Is there anything else that you need help with? No, ma'am. That's all. All right. Thank you for giving us a call. Have a great rest of the day. You do the same. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: And benefits ... and benefits center.

Speaker speaker_1: Hi, Yeesha. How you doing?

Speaker speaker_0: Good. How you doing today?

Speaker speaker_1: Hello.

Speaker speaker_0: How may I help you?

Speaker speaker_1: Yes, I was calling to see, um, if I had opted out for the benefits package?

Speaker speaker_0: Sure. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker_1: 3523 Integrity.

Speaker speaker_0: 3523?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Yeesha Johnson.

Speaker speaker_0: So, let me make sure I have that correctly. So we got Integrity?

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_0: And the last four digits, 3523?

Speaker speaker_1: Yes.

Speaker speaker_0: When did you start working for them?

Speaker speaker_1: I just started work Monday but I filled out my paperwork and, um, I just wanted to make sure that when I did fill it out, I opt out for the Medicare return.

Speaker speaker_0: Okay. So we don't receive the paperwork until like a week after you start working. So it's not showing yet on our system. If you're willing to provide the personal information, I could go ahead and create a file and opt you out. Or you could give us a call back, I would say, I would say next week-

Speaker speaker_1: No.

Speaker speaker_0: ... Monday or Tuesday.

Speaker speaker_1: Would that result in y'all still charging me on my check when I get paid further or no?

Speaker speaker_0: No.

Speaker speaker_1: If I didn't opt out?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: No, let's go ahead and do it right now. Come on.

Speaker speaker_0: Okay. So this time, I'm gonna need your whole social security number.

Speaker speaker_1: Okay. You ready?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 359-

Speaker speaker_0: 359-

Speaker speaker_1: 7... 72.

Speaker speaker_0: 72.

Speaker speaker_1: 3523.

Speaker speaker_0: 3523. Integrity. Right. You said your last name's Johnson?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Just spell your first name, just to make sure I have it correct.

Speaker speaker_1: No problem. T as in Tom. Y-e-s-h-a.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 8/11/'83.

Speaker speaker_0: Is the phone number you're calling from a good number to reach you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: 69449857. Now I need a mailing address.

Speaker speaker_1: 308 East 148th Place, Unit 2, Harvey, Illinois, 60426.

Speaker speaker_0: Can you repeat the, um, zip code for me please?

Speaker speaker_1: 60426.

Speaker speaker_0: All right. So... Okay. So I went ahead and, um, declined the auto enrollment. Is there anything else that you need help with?

Speaker speaker_1: No, ma'am. That's all.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: Bye-bye.