

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you? Um, I'm trying to opt out of the, uh, health insurance coverage that American Staff Corporation is proposing. All right. And- Yeah. On the form, it says to opt out, click here, but then, I don't know if that just did it or call this number. So I don't know what to do. I'm going to need the last four re- four digits of your Social, so I can pull up the file, see if it was created. Okay. One- one seven... 1762. I had to think there for a second. Okay. 1762? Mm-hmm. Okay. Mm-hmm. And what is your first and last name? Uh, Brian Rickerby. And you say it's American Staff Corp? Yep. American Staff Corp. I'm just kind of filling in all the, uh, onboarding information that they require. Okay. Uh, so you creating the file now? Well, th- they're asking me to fill out all these forms for employment. But you're doing it online or you're doing it, uh, physically? Yes. O- online. Okay. So we're not able to see that yet because it take a couple of hours after you create the file. So when you're done doing your onboarding- Mm-hmm. ... um, you could give us a call, like, two hours afterwards or tomorrow morning and then we will let you know if everything, it was declined. All right. Clear. Thank you. All right. Thank you. Hope I understand. Bye. No problem.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Sandra speaking. How may I help you?

Speaker speaker\_1: Um, I'm trying to opt out of the, uh, health insurance coverage that American Staff Corporation is proposing.

Speaker speaker\_0: All right.

Speaker speaker\_1: And-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: On the form, it says to opt out, click here, but then, I don't know if that just did it or call this number. So I don't know what to do.

Speaker speaker\_0: I'm going to need the last four re- four digits of your Social, so I can pull up the file, see if it was created.

Speaker speaker\_1: Okay. One- one seven... 1762. I had to think there for a second.

Speaker speaker\_0: Okay. 1762?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. Mm-hmm. And what is your first and last name?

Speaker speaker\_1: Uh, Brian Rickerby.

Speaker speaker\_0: And you say it's American Staff Corp?

Speaker speaker\_1: Yep. American Staff Corp. I'm just kind of filling in all the, uh, onboarding information that they require.

Speaker speaker\_0: Okay. Uh, so you creating the file now?

Speaker speaker\_1: Well, th- they're asking me to fill out all these forms for employment.

Speaker speaker\_0: But you're doing it online or you're doing it, uh, physically?

Speaker speaker\_1: Yes. O- online.

Speaker speaker\_0: Okay. So we're not able to see that yet because it take a couple of hours after you create the file. So when you're done doing your onboarding-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, you could give us a call, like, two hours afterwards or tomorrow morning and then we will let you know if everything, it was declined.

Speaker speaker\_1: All right. Clear. Thank you.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Hope I understand. Bye.

Speaker speaker\_0: No problem.