

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-04, this is Pamela speaking. How may I help you? Yes, my name's Rodney Littlefield and I was calling to decline insurance through American Staff Corp, your, uh, call to -- Sure. May I have the last- ... four digits of your Social so I can pull up your file? Five, zero, seven, eight. Taking... And what is your first and last name, sir? Rodney Littlefield. I just got the paperwork all filled out, so it may not be... Oh, okay. So, what we could do, um, we could go ahead and create a file for you and decline the benefits, or you could give us a call back, um, the week that you start working and we should have your file available. If you're willing to provide- Okay. ... the personal information, we could go ahead and create that file. Yeah, let's go ahead and do it. Okay. Let me... Rodney Littlefield Staff, corp. Right. This time, sir, I'm gonna need your whole Social Security number. 445- 445- ... 90- ... 90- ... 5078. ... 5078. All right. And now I'm going to need you to spell your first and last name for me. R-O-D-N-E-Y L-I-T-T-L-E-F-I-E-L-D. Rodney Littlefield. Um, may I have your date of birth, sir? 9/17/1970. And a mailing address, sir? 205 South William Penn, Adair, Oklahoma 74330. Thank you for the information. Is the telephone number that you're calling from a good number to reach you, sir? Yep. Okay, so I'm going to go ahead and decline the auto enrollment. Awesome. If you change your mind, you have 30 days from your first paycheck to give us a call. Okay. Right. Anything else I can do for you- All righty. ... sir? Nope, I'm good. Thank you. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You too. 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 10-04, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, my name's Rodney Littlefield and I was calling to decline insurance through American Staff Corp, your, uh, call to --

Speaker speaker_1: Sure. May I have the last- ... four digits of your Social so I can pull up your file?

Speaker speaker_2: Five, zero, seven, eight.

Speaker speaker_1: Taking... And what is your first and last name, sir?

Speaker speaker_2: Rodney Littlefield. I just got the paperwork all filled out, so it may not be...

Speaker speaker_1: Oh, okay. So, what we could do, um, we could go ahead and create a file for you and decline the benefits, or you could give us a call back, um, the week that you start working and we should have your file available. If you're willing to provide-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the personal information, we could go ahead and create that file.

Speaker speaker_2: Yeah, let's go ahead and do it.

Speaker speaker_1: Okay. Let me... Rodney Littlefield Staff, corp. Right. This time, sir, I'm gonna need your whole Social Security number.

Speaker speaker_2: 445-

Speaker speaker_1: 445-

Speaker speaker_2: ... 90-

Speaker speaker_1: ... 90-

Speaker speaker_2: ... 5078.

Speaker speaker_1: ... 5078. All right. And now I'm going to need you to spell your first and last name for me.

Speaker speaker_2: R-O-D-N-E-Y L-I-T-T-L-E-F-I-E-L-D.

Speaker speaker_1: Rodney Littlefield. Um, may I have your date of birth, sir?

Speaker speaker_2: 9/17/1970.

Speaker speaker_1: And a mailing address, sir?

Speaker speaker_2: 205 South William Penn, Adair, Oklahoma 74330.

Speaker speaker_1: Thank you for the information. Is the telephone number that you're calling from a good number to reach you, sir?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so I'm going to go ahead and decline the auto enrollment.

Speaker speaker_2: Awesome.

Speaker speaker_1: If you change your mind, you have 30 days from your first paycheck to give us a call.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Anything else I can do for you-

Speaker speaker_2: All righty.

Speaker speaker_1: ... sir?

Speaker speaker_2: Nope, I'm good. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: You too. Bye.