

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist or speak with? Uh, Michael R. Casteel. And how can I assist you? Uh, I am a employee of American Staff Corporation and, uh, I have been working, m- for them for one week now and their HR person told us if we didn't want medical coverage to call this number to decline it. All righty. So you wanted to de- decline that coverage today? Yes. All righty. And you said American Staff Corp? Yes. Uh, Claremore, Oklahoma. Okay, bear with me. All righty. And what are the last four digits of your social? Eight, eight, one, two. So it looks like they haven't sent us all of your information yet, so we can do one of two things. I can create you an account and decline you today, but I do need your name, your full social, name, address, date of birth, phone number to decline you today or we can wait until American Staff Corp sends over your information. They do give you 30 days from the date of your first paycheck to do so. It's just however you prefer. Okay. Uh, probably misunderstood her. Uh, the HR woman who, uh, hired me said that I needed to do it before my very first paycheck which is next, uh, this week, so- Oh, wait, so- ... we're going to go a- yeah. ... let's- Go ahead. Yeah. Actually, American Staff Corp is one of the ones that processes the day after the first paycheck. Um- Right. But yes, do you want to go ahead and create your account today? Uh, yeah, let's go ahead and get this thing canceled. All righty. What is your full social? Full social is 561-04-8812. All right. And you said your name is Michael Casteel? Michael Casteel, spelled C-A-S-T-E-E-L. Okay, and your address? Address is 16211 East First Street, Tulsa, Oklahoma, 74108. Okay, and your date of birth? 8/11/1964. Okay. And your phone number? Phone number is 918-261-9749. All righty. And you said we're declining benefits today, correct? Correct. All righty. Well then, I've got you opted out. Is there anything I can assist you with today? Uh, no, that should do it. All righty. Thank you so much for calling. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist or speak with?

Speaker speaker_1: Uh, Michael R. Casteel.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I am a employee of American Staff Corporation and, uh, I have been working, m- for them for one week now and their HR person told us if we didn't want medical

coverage to call this number to decline it.

Speaker speaker_0: All righty. So you wanted to de- decline that coverage today?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And you said American Staff Corp?

Speaker speaker_1: Yes. Uh, Claremore, Oklahoma.

Speaker speaker_0: Okay, bear with me. All righty. And what are the last four digits of your social?

Speaker speaker_1: Eight, eight, one, two.

Speaker speaker_0: So it looks like they haven't sent us all of your information yet, so we can do one of two things. I can create you an account and decline you today, but I do need your name, your full social, name, address, date of birth, phone number to decline you today or we can wait until American Staff Corp sends over your information. They do give you 30 days from the date of your first paycheck to do so. It's just however you prefer.

Speaker speaker_1: Okay. Uh, probably misunderstood her. Uh, the HR woman who, uh, hired me said that I needed to do it before my very first paycheck which is next, uh, this week, so-

Speaker speaker_0: Oh, wait, so-

Speaker speaker_1: ... we're going to go a- yeah.

Speaker speaker_0: ... let's-

Speaker speaker_1: Go ahead.

Speaker speaker_0: Yeah. Actually, American Staff Corp is one of the ones that processes the day after the first paycheck. Um-

Speaker speaker_1: Right.

Speaker speaker_0: But yes, do you want to go ahead and create your account today?

Speaker speaker_1: Uh, yeah, let's go ahead and get this thing canceled.

Speaker speaker_0: All righty. What is your full social?

Speaker speaker_1: Full social is 561-04-8812.

Speaker speaker_0: All right. And you said your name is Michael Casteel?

Speaker speaker_1: Michael Casteel, spelled C-A-S-T-E-E-L.

Speaker speaker_0: Okay, and your address?

Speaker speaker_1: Address is 16211 East First Street, Tulsa, Oklahoma, 74108.

Speaker speaker_0: Okay, and your date of birth?

Speaker speaker_1: 8/11/1964.

Speaker speaker_0: Okay. And your phone number?

Speaker speaker_1: Phone number is 918-261-9749.

Speaker speaker_0: All righty. And you said we're declining benefits today, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. Well then, I've got you opted out. Is there anything I can assist you with today?

Speaker speaker_1: Uh, no, that should do it.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thank you.