

Transcript: VICTORIA

Taylor-4628687384526848-4700141010599936

Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hi, I went to a staffing agency today called Carlton S- Strategic Staffing to sign up for employment. Okay. And they said that I will automatically be enrolled with, um, Benefits and a Card. Okay. Hello? What was the name of the... Yeah, I'm here. I'm just listening. What's, what's the name of the agency again? Carlton Strategic Staffing. Oh, okay. Have you received your first paycheck yet? No. No? Okay. I haven't. And are you wanting to opt out of the benefits? Yes, ma'am. Okay. I'm currently covered. So because you haven't received your first check yet, I'm gonna need to make a file for you. And then once I get it made, I'll be able to go in and decline the, uh, the benefits for you. I can help you with that. All right. Um, what's your first and last name? Jesus Winters. That's J-E-S-U-S. Winter is the season with an S. Okay. And then your full social? 462-83-5184. And your date of birth? 07/16/86. Was that 7/16/86? Yes, I am 1986. Okay. And then, uh, your full mailing address. 9450, 94-50 Woodfair, one word. Wood, F-A-I-R, fair Drive, Houston, Texas 77036. Apartment 711. Okay. Let me just make sure I got everything right. So I have 9450 Woodfair Drive, apartment 711, in Houston, Texas 77036? That's correct. Okay. And then phone number's the same one you're calling from? Yes, it is. All right. And lastly, what would be a good email? Lowercase jcwimpers2014 at gmail. Okay. Lowercase jcwimpers2014 gmail. All righty. So I got your file made, and I'm declining coverage now, so you're good to go. Um, now you may receive a text message in the next couple of weeks. It's just sent out to all new hires as a reminder about the auto-enrollment. Um, so if you get it, you don't have to worry about it since we're declining coverage today. Okay, then I appreciate that. That's well, she mentioned that too because it's automatic enrollment. So and then like you said, I haven't got my first check yet. But when that comes through, then the text may come through, but the profile was already made. Yeah, so you, you still may get the, uh, text message. But like I said, I made your file and went ahead and declined it, so you don't have to call back or anything unless you just want to verify. Okay then, I might do that. All right. But other than that, that's all I needed. All right. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, I went to a staffing agency today called Carlton S- Strategic Staffing to sign up for employment.

Speaker speaker_0: Okay.

Speaker speaker_1: And they said that I will automatically be enrolled with, um, Benefits and a Card.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: What was the name of the... Yeah, I'm here. I'm just listening. What's, what's the name of the agency again?

Speaker speaker_1: Carlton Strategic Staffing.

Speaker speaker_0: Oh, okay. Have you received your first paycheck yet?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay.

Speaker speaker_1: I haven't.

Speaker speaker_0: And are you wanting to opt out of the benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm currently covered.

Speaker speaker_0: So because you haven't received your first check yet, I'm gonna need to make a file for you. And then once I get it made, I'll be able to go in and decline the, uh, the benefits for you.

Speaker speaker_1: I can help you with that.

Speaker speaker_0: All right. Um, what's your first and last name?

Speaker speaker_1: Jesus Winters. That's J-E-S-U-S. Winter is the season with an S.

Speaker speaker_0: Okay. And then your full social?

Speaker speaker_1: 462-83-5184.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/16/86.

Speaker speaker_0: Was that 7/16/86?

Speaker speaker_1: Yes, I am 1986.

Speaker speaker_0: Okay. And then, uh, your full mailing address.

Speaker speaker_1: 9450, 94-50 Woodfair, one word. Wood, F-A-I-R, fair Drive, Houston, Texas 77036. Apartment 711.

Speaker speaker_0: Okay. Let me just make sure I got everything right. So I have 9450 Woodfair Drive, apartment 711, in Houston, Texas 77036?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then phone number's the same one you're calling from?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right. And lastly, what would be a good email?

Speaker speaker_1: Lowercase jcwimpers2014 at gmail.

Speaker speaker_0: Okay.

Speaker speaker_1: Lowercase jcwimpers2014 gmail.

Speaker speaker_0: All righty. So I got your file made, and I'm declining coverage now, so you're good to go. Um, now you may receive a text message in the next couple of weeks. It's just sent out to all new hires as a reminder about the auto-enrollment. Um, so if you get it, you don't have to worry about it since we're declining coverage today.

Speaker speaker_1: Okay, then I appreciate that. That's well, she mentioned that too because it's automatic enrollment. So and then like you said, I haven't got my first check yet. But when that comes through, then the text may come through, but the profile was already made.

Speaker speaker_0: Yeah, so you, you still may get the, uh, text message. But like I said, I made your file and went ahead and declined it, so you don't have to call back or anything unless you just want to verify.

Speaker speaker_1: Okay then, I might do that.

Speaker speaker_0: All right.

Speaker speaker_1: But other than that, that's all I needed.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.