

## **Transcript: Pamela**

**Blanc-5155064049745920-5347356094152704**

### **Full Transcript**

Thank you for calling American Rescue Plan. This is Paola speaking, how may I help you? Hi. This is, uh, Jennifer Morales. You say you wanna speak to who? No, no. I said that my name is Jennifer Morales. Okay, okay. And how may I help you, Miss Morales? Oh, yes. I just wanted to... I'm just calling because I just literally registered. I finished my application through online for Integrity Services, and the lady from staffing told me to call this number so I can decline the benefits. Okay. So let's see if we have your file. Usually takes a couple of hours to be, to show it in our system. Just bear with me. May I have... Can you tell me the name of the staffing agency? Uh, it's Integrity Services. And your first and last name? I mean, I'm sorry, the last four digits of your Social? 1630. And your last name is Morales, right? Yes. It really, it's not showing yet in the system. Now, if you would like, we could go ahead and create a file if you're willing to provide the personal information, and I could put, I could put you in the benefits. If not, you could give us a call back, I guess, tomorrow or Monday, and we should have your information in the system. Okay, um, yeah, that's fine. How would you like to do? Oh, uh, what was the first option you said? Sorry. We could go ahead and create a file for you if you're willing to provide your personal information. If not, you could give us a call back tomorrow or Monday, and we might have your information in the system already. Yeah, you can do the first one to create the system. This time I'm gonna need the whole Social Security number. Yeah, that's fine. Um- May I have your... The number? Yes, it's 318-02-1630. Okay, I'm gonna read it back to you to make sure I have it correct. 318-02-1630. Yes. Can you repeat your first name for me, please? Uh, Jennifer. Jennifer. Um, I'm gonna need a mailing address, ma'am. I'm sorry? Your mailing address. Oh, okay. Uh, Jennifer Morales. 481- Your mailing address. 481? Yeah. The email address, right? No, no. Mailing address of in... Your home address. Okay, okay. 141- 141. ... Balmoral. B-a-l-m-o-r-a-l. All right. Uh, down there. Bolingbrook, Illinois, 6440. Okay. And what's the name of the city? Bolingbrook. Illinois, you said. And what's the ZIP code? 6440. And your date of birth? 04/13/2002. Thank you. Is the phone number you, um, that you're calling from is a good number to reach you? Yes. All right. Van to go ahead and decline the auto-enrollment. Is there anything else I could do for you, ma'am? Uh, no. That would be it. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_1: Thank you for calling American Rescue Plan. This is Paola speaking, how may I help you?

Speaker speaker\_2: Hi. This is, uh, Jennifer Morales.

Speaker speaker\_1: You say you wanna speak to who?

Speaker speaker\_2: No, no. I said that my name is Jennifer Morales.

Speaker speaker\_1: Okay, okay. And how may I help you, Miss Morales?

Speaker speaker\_2: Oh, yes. I just wanted to... I'm just calling because I just literally registered. I finished my application through online for Integrity Services, and the lady from staffing told me to call this number so I can decline the benefits.

Speaker speaker\_1: Okay. So let's see if we have your file. Usually takes a couple of hours to be, to show it in our system. Just bear with me. May I have... Can you tell me the name of the staffing agency?

Speaker speaker\_2: Uh, it's Integrity Services.

Speaker speaker\_1: And your first and last name? I mean, I'm sorry, the last four digits of your Social?

Speaker speaker\_2: 1630.

Speaker speaker\_1: And your last name is Morales, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: It really, it's not showing yet in the system. Now, if you would like, we could go ahead and create a file if you're willing to provide the personal information, and I could put, I could put you in the benefits. If not, you could give us a call back, I guess, tomorrow or Monday, and we should have your information in the system.

Speaker speaker\_2: Okay, um, yeah, that's fine.

Speaker speaker\_1: How would you like to do?

Speaker speaker\_2: Oh, uh, what was the first option you said? Sorry.

Speaker speaker\_1: We could go ahead and create a file for you if you're willing to provide your personal information. If not, you could give us a call back tomorrow or Monday, and we might have your information in the system already.

Speaker speaker\_2: Yeah, you can do the first one to create the system.

Speaker speaker\_1: This time I'm gonna need the whole Social Security number.

Speaker speaker\_2: Yeah, that's fine. Um-

Speaker speaker\_1: May I have your... The number?

Speaker speaker\_2: Yes, it's 318-02-1630.

Speaker speaker\_1: Okay, I'm gonna read it back to you to make sure I have it correct. 318-02-1630.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can you repeat your first name for me, please?

Speaker speaker\_2: Uh, Jennifer.

Speaker speaker\_1: Jennifer. Um, I'm gonna need a mailing address, ma'am.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Your mailing address.

Speaker speaker\_2: Oh, okay. Uh, Jennifer Morales. 481-

Speaker speaker\_1: Your mailing address. 481?

Speaker speaker\_2: Yeah. The email address, right?

Speaker speaker\_1: No, no. Mailing address of in... Your home address.

Speaker speaker\_2: Okay, okay. 141-

Speaker speaker\_1: 141.

Speaker speaker\_2: ... Balmoral. B-a-l-m-o-r-a-l.

Speaker speaker\_1: All right.

Speaker speaker\_2: Uh, down there. Bolingbrook, Illinois, 6440.

Speaker speaker\_1: Okay. And what's the name of the city?

Speaker speaker\_2: Bolingbrook.

Speaker speaker\_1: Illinois, you said. And what's the ZIP code?

Speaker speaker\_2: 6440.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 04/13/2002.

Speaker speaker\_1: Thank you. Is the phone number you, um, that you're calling from is a good number to reach you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Van to go ahead and decline the auto-enrollment. Is there anything else I could do for you, ma'am?

Speaker speaker\_2: Uh, no. That would be it. Thank you.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Thank you.