

## **Transcript: Estefania**

**Acevedo-4776091551580160-6202290739920896**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I got a message that I missed a deduction, which I was off work for like a week and a half, uh, just because they had no orders. And, um, I'm, I'm called back in. But there was a week, uh, a couple weeks ago where I had not signed in one day, so they had corrected it and cut me another check to make up for it. But they took out two deductions that week on the insurance, one on each one of those checks, but it was all for the same week. And they, they haven't been able to correct it yet. So can you look back in your records and find that, where it was paid twice in one week? Mm-hmm. And apply that to my week that I missed? So I don't have, um, a way to do that, to apply those deductions. Our main office would have to do that. Um, but I have to get in your file f- first before I give you any information so that I can look at it. Um, what are the last four of your Social and what staffing agency do you work for? Um, I am with ManCan in Mount Vernon. And then what are the last four of your Social? 4998. Okay. Yeah, so I brought that to their attention as soon as it happened, but it never was corrected. So that would be... For security... Go ahead. For security purposes, can you verify your address and date of birth? Uh, date of birth is 1/10/59 and address is 3096 Kings Corners Road West, Lexington, Ohio. Okay. And then 740-360-3075 is your phone number? 360-3075. Okay. And then I have eva.s.nash@gmail.com. Is that correct? No. It's Eva C., as in Catherine, C., Eva C. Nash. Oh, okay. So replace Eva... You said Eva C.? Yes. Catherine. Okay. All right. Thank you. Mm-hmm. And I'm looking right now, and they might have corrected it already 'cause I'm looking at your deductions, and they all seem to be correct. Um, and then you do have active coverage. The only day... Oh, Okay. Still waiting on receiving, um, well, that deduction for this week. Yeah. That was already deducted out for my payroll for, um, that I received yesterday or this morning, whichever. And so you... Are you showing now that there's no payments missing? So I do see that for this week. It's saying that you're not covered, um, because a deduction wasn't received. Well, it was received. It was taken out of my, my, my check twice in one week. Mm-hmm. Because they had to make up another, a short pay on me. So they had to make that up. I got both of those checks in one week, and they took out insurance twice. One on the 20th- But on my end, I'm only seeing one deduction for the week of the 20th till the 26th. And that week was the one that you haven't covered. And for this week, I don't see a deduction. Um, so you may have to send over your pay stubs to us, because I'm not seeing that second deduction. Um, well, don't you need to contact who p- gives it to you? So then We will. How many checks do we let come out? So you would have to send us your pay stubs. But give me one second. Let me just verify. Hello? Hello? Okay, ma'am. Yeah. So I would have to send you that document request for you to send us your payroll, um, because we don't have access to that payroll. So y- I would have to send you this document request for yo- you to send us your pay subs saying that the deducted- Right. I'm just getting my stuff

now, so you can go ahead and send me that. Thank you. Bye-bye. Um, can I just verify that you did receive it, just so that I'm sure that you did get uh, the information? What? Um, I just put you in a brief hold while I send you that information so that I can c- confirm with you that you did get it to your email. You already sent it to my email. No, not yet. I just wanna make sure that you did receive it before I let you go. Give me one second. Okay. I'm about to send you that information. I just wanna confirm your email one more time. You said that it was Eva, E-V-A... Is it the letter C? Period, S, period, Nash@gmail.com? There's no S in it. I'm sorry? There's no S in it. Okay. So just Eva C. period last name @gmail.com? Nash. End in N-S-H. Eva.C.Nash. Okay. Nash as in Nancy, N-N-S-H. @Gmail.com, correct? Okay. I need to go now. Okay. I went ahead and sent that email to you. Um, whenever you have a chance, if you could please send us those documents and then we'll eventually get back to you. All right. Thank you. Thank you. Have a nice day.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi. I got a message that I missed a deduction, which I was off work for like a week and a half, uh, just because they had no orders. And, um, I'm, I'm called back in. But there was a week, uh, a couple weeks ago where I had not signed in one day, so they had corrected it and cut me another check to make up for it. But they took out two deductions that week on the insurance, one on each one of those checks, but it was all for the same week. And they, they haven't been able to correct it yet. So can you look back in your records and find that, where it was paid twice in one week?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And apply that to my week that I missed?

Speaker speaker\_0: So I don't have, um, a way to do that, to apply those deductions. Our main office would have to do that. Um, but I have to get in your file f- first before I give you any information so that I can look at it. Um, what are the last four of your Social and what staffing agency do you work for?

Speaker speaker\_1: Um, I am with ManCan in Mount Vernon.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 4998.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, so I brought that to their attention as soon as it happened, but it never was corrected. So that would be...

Speaker speaker\_0: For security...

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Uh, date of birth is 1/10/'59 and address is 3096 Kings Corners Road West, Lexington, Ohio.

Speaker speaker\_0: Okay. And then 740-360-3075 is your phone number?

Speaker speaker\_1: 360-3075.

Speaker speaker\_0: Okay. And then I have eva.s.nash@gmail.com. Is that correct?

Speaker speaker\_1: No. It's Eva C., as in Catherine, C., Eva C. Nash.

Speaker speaker\_0: Oh, okay. So replace Eva... You said Eva C.?

Speaker speaker\_1: Yes. Catherine.

Speaker speaker\_0: Okay. All right. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And I'm looking right now, and they might have corrected it already 'cause I'm looking at your deductions, and they all seem to be correct. Um, and then you do have active coverage. The only day...

Speaker speaker\_1: Oh,

Speaker speaker\_2: Okay.

Speaker speaker\_0: Still waiting on receiving, um, well, that deduction for this week.

Speaker speaker\_1: Yeah. That was already deducted out for my payroll for, um, that I received yesterday or this morning, whichever. And so you... Are you showing now that there's no payments missing?

Speaker speaker\_0: So I do see that for this week. It's saying that you're not covered, um, because a deduction wasn't received.

Speaker speaker\_1: Well, it was received. It was taken out of my, my, my check twice in one week.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Because they had to make up another, a short pay on me. So they had to make that up. I got both of those checks in one week, and they took out insurance twice. One on the 20th-

Speaker speaker\_0: But on my end, I'm only seeing one deduction for the week of the 20th till the 26th. And that week was the one that you haven't covered. And for this week, I don't see a deduction. Um, so you may have to send over your pay stubs to us, because I'm not seeing that second deduction.

Speaker speaker\_1: Um, well, don't you need to contact who p- gives it to you? So then

Speaker speaker\_2: We will.

Speaker speaker\_1: How many checks do we let come out?

Speaker speaker\_0: So you would have to send us your pay stubs. But give me one second. Let me just verify.

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_0: Okay, ma'am. Yeah. So I would have to send you that document request for you to send us your payroll, um, because we don't have access to that payroll. So y- I would have to send you this document request for yo- you to send us your pay subs saying that the deducted-

Speaker speaker\_3: Right. I'm just getting my stuff now, so you can go ahead and send me that. Thank you. Bye-bye.

Speaker speaker\_0: Um, can I just verify that you did receive it, just so that I'm sure that you did get uh, the information?

Speaker speaker\_3: What?

Speaker speaker\_0: Um, I just put you in a brief hold while I send you that information so that I can c- confirm with you that you did get it to your email.

Speaker speaker\_3: You already sent it to my email.

Speaker speaker\_0: No, not yet. I just wanna make sure that you did receive it before I let you go. Give me one second. Okay. I'm about to send you that information. I just wanna confirm your email one more time. You said that it was Eva, E-V-A... Is it the letter C? Period, S, period, Nash@gmail.com?

Speaker speaker\_3: There's no S in it.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_3: There's no S in it.

Speaker speaker\_0: Okay. So just Eva C. period last name @gmail.com?

Speaker speaker\_3: Nash. End in N-S-H. Eva.C.Nash.

Speaker speaker\_0: Okay.

Speaker speaker\_3: Nash as in Nancy, N-N-S-H.

Speaker speaker\_0: @Gmail.com, correct?

Speaker speaker\_3: Okay. I need to go now.

Speaker speaker\_0: Okay. I went ahead and sent that email to you. Um, whenever you have a chance, if you could please send us those documents and then we'll eventually get back to

you.

Speaker speaker\_3: All right. Thank you.

Speaker speaker\_0: Thank you. Have a nice day.