

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, I am speaking of Benefits in a Card on behalf of The WorkSource INC. I am looking for to speak with Sheila? Yes, who is this? Hello? I am looking to connect with Sheila? Yes, it's her. Um, good afternoon. We spoke yesterday about your health insurance. Yes. Can you hear me? Yes. Okay. So, I don't know if you remember that I told you that I was going to call you back yesterday, um, because you had called because you kept seeing like deductions from your check? Yes, yes. So, I was just calling you to tell you that they have just made sure that everything is canceled so that they no longer make deductions in the future and if there were deductions, they will reimburse you, okay? Okay, great. Yes, ma'am. That's all I wanted you to, um, let you know that if they made any deductions, they would reimburse you that money, okay? And that's all. Okay, great. I imagine with the other check... They will give it, right? Or- Yes, ma'am. If I were seeing the check, but if they make any deductions, they will reimburse you. Since you canceled with me, um, but now they have made sure that they will no longer make deductions. Because I think there was a misunderstanding and they put it back on you, but now they canceled it completely and they told me, they told me to let you know that if they make any deductions, they will reimburse you. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon, I am speaking of Benefits in a Card on behalf of The WorkSource INC. I am looking for to speak with Sheila?

Speaker speaker_2: Yes, who is this?

Speaker speaker_1: Hello? I am looking to connect with Sheila?

Speaker speaker_2: Yes, it's her.

Speaker speaker_1: Um, good afternoon. We spoke yesterday about your health insurance.

Speaker speaker_2: Yes.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, I don't know if you remember that I told you that I was going to call you back yesterday, um, because you had called because you kept seeing like deductions from your check?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: So, I was just calling you to tell you that they have just made sure that everything is canceled so that they no longer make deductions in the future and if there were deductions, they will reimburse you, okay?

Speaker speaker_2: Okay, great.

Speaker speaker_1: Yes, ma'am. That's all I wanted you to, um, let you know that if they made any deductions, they would reimburse you that money, okay? And that's all.

Speaker speaker_2: Okay, great. I imagine with the other check... They will give it, right? Or-

Speaker speaker_1: Yes, ma'am. If I were seeing the check, but if they make any deductions, they will reimburse you. Since you canceled with me, um, but now they have made sure that they will no longer make deductions. Because I think there was a misunderstanding and they put it back on you, but now they canceled it completely and they told me, they told me to let you know that if they make any deductions, they will reimburse you. Mm-hmm. Bye.