

## **Transcript: Estefania**

**Acevedo-5968828724592640-6161434804928512**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Madeline Hengy. I have to call every Monday to continue my medical stuff. Okay. What's happening- And pay via my credit card. So you tell me what you need, and then let's just get going here. Uh-huh. What staffing agency do you work for? Um, Creative Circle. And then what are the last four of your Social? 9923. Your first and last name, please. Madeline Hengy. For security purposes, can you verify your address and date of birth? 7538 Gibraltar Street, Carlsbad, California 92009, Unit G. Um, date of birth is 22nd of December 1967. Okay, thank you. And then I have 760-815-6970 as your phone number. Correct. Okay. And then I have 76- oh, sorry. maddie.yourlastname@gmail.com. Is that up to date? Correct. Okay, and then you wanted to pay it for this week. Um, did you want to pay the full amount, \$43.63? Exactly. Okay, and then is it gonna be the same card holder's name and address? Actually, actually, Stephanie, I have a question because I'm going to work for Creative Circle on Wednesday half-day, Thursday full day, Friday full day. Does that make a difference? No. Does that mean it's going to come out of, so I still have to pay it today. So- And then you are goin- not going to pay... Oh, I'm sorry. You kind of broke off. Can you repeat that? You were breaking up really bad. Oh, I'm sorry. I'm on my, uh, cell while I'm driving. Okay. So my contract, um, stopped a while ago, but Creative Circle has me work with the same company again starting for a few days, Wednesday half-day, Thursday full day, Friday full day this week. So is this gonna come out of my paycheck automatically anyway, or do I have to pay it through you today? So I don't have access to their payrolls. I wouldn't, if I'm honest, I wouldn't be able to answer that question because we're not really allowed to give you information, um, regarding like- I understand. I understand. But in the past, when I worked for them full time, it would come out of my paycheck every week. So I'm just asking you since- It is weekly, it is weekly deductions from your paycheck, so correct. But I can't give you information regarding future coverage that I don't, I don't know if they are or aren't. It's, it really just depends- So listen, listen, listen, listen, listen to me first, okay? Okay, ma'am. I am working for Creative Circle this week, Wednesday, Thursday and Friday. So I'm wondering, are they gonna take it out of my paycheck automatically or do I have to go through you? So normally they take it out of your paycheck automatically, but like I said, I can't give you questions regarding future coverage. I'm not really sure. Like I wouldn't be able to answer that question. So if they don't take it out, I can't answer if they don't take it out. That means you won't have coverage if you don't see that deduction. Um, normally if they take out a deduction for let's say Friday, if you get paid Friday, that means that's for the following Monday. Okay, so if I... Yeah, exactly. I'm gonna work for them this week which means they're gonna take it out. They're gonna give me my paycheck next week. So what you just said, most likely I have to pay through you this week and then next week they're pa- taking it out my paycheck. That's if you see a deduction

being done. Like I said, if you see, because I, I can't really, I can't predict the future. So it, I would really just look at your pay stubs if you see a deduction being taken out this week. If you see a deduction- Oh, okay. ... being taken out this week, that means it's for the following Monday, not for this week. No, no, no. It's, listen, I'm not working for them right now, so I'm not getting paid for this week. So I assume I have to pay you. I am working for them this week, but it's not gonna come out of my paycheck until next week. So I assume it's, I'm gonna have to freaking pay you today to cover this week. Correct or not? Ma'am, like I said, I, I don't have access to their payrolls. If you didn't work last week, that means that you didn't get a deduction. Exactly, I, yeah, that's what I'm trying- And that means you do have to... But just, just listen. I'm trying to tell you- Yes, ma'am. I'm- ... I'm not work... I, please don't call me "ma'am" in California. That's very offensive. Do not call me "ma'am." Call me by my name or call me "miss." I'm not a fucking ma'am, okay? I just want to tell you that- All right, if you say so. ... right off the bat because- We don't have to curse. ... it's really rubbing me the wrong way. Okay? So no, I did not work for them this week. So I assume I have to pay you this week. Yes, you have to pay this. Let's just do this. Exactly. That's what I want to fucking figure out here. So I- Okay. Just write down, write down my credit card and let's just freaking do it. Okay? And please- Okay. ... do not call me "ma'am" one more time. Miss, we don't have to curse. I'm going to fucking have a fucking heart attack. Okay? Ma'am, again, we don't have to curse. No, don't call me "ma'am"! Do not call me "ma'am." Fuck you. Okay.

## 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, Stephanie. Madeline Hengy. I have to call every Monday to continue my medical stuff.

Speaker speaker\_0: Okay. What's happening-

Speaker speaker\_1: And pay via my credit card. So you tell me what you need, and then let's just get going here.

Speaker speaker\_0: Uh-huh. What staffing agency do you work for?

Speaker speaker\_1: Um, Creative Circle.

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

Speaker speaker\_1: 9923.

Speaker speaker\_0: Your first and last name, please.

Speaker speaker\_1: Madeline Hengy.

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

Speaker speaker\_1: 7538 Gibraltar Street, Carlsbad, California 92009, Unit G. Um, date of birth is 22nd of December 1967.

Speaker speaker\_0: Okay, thank you. And then I have 760-815-6970 as your phone number.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And then I have 76- oh, sorry. maddie.yourlastname@gmail.com. Is that up to date?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, and then you wanted to pay it for this week. Um, did you want to pay the full amount, \$43.63?

Speaker speaker\_1: Exactly.

Speaker speaker\_0: Okay, and then is it gonna be the same card holder's name and address?

Speaker speaker\_1: Actually, actually, Stephanie, I have a question because I'm going to work for Creative Circle on Wednesday half-day, Thursday full day, Friday full day. Does that make a difference?

Speaker speaker\_0: No.

Speaker speaker\_1: Does that mean it's going to come out of, so I still have to pay it today.

Speaker speaker\_0: So-

Speaker speaker\_1: And then you are goin- not going to pay...

Speaker speaker\_0: Oh, I'm sorry. You kind of broke off. Can you repeat that? You were breaking up really bad.

Speaker speaker\_1: Oh, I'm sorry. I'm on my, uh, cell while I'm driving.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So my contract, um, stopped a while ago, but Creative Circle has me work with the same company again starting for a few days, Wednesday half-day, Thursday full day, Friday full day this week. So is this gonna come out of my paycheck automatically anyway, or do I have to pay it through you today?

Speaker speaker\_0: So I don't have access to their payrolls. I wouldn't, if I'm honest, I wouldn't be able to answer that question because we're not really allowed to give you information, um, regarding like-

Speaker speaker\_1: I understand. I understand. But in the past, when I worked for them full time, it would come out of my paycheck every week. So I'm just asking you since-

Speaker speaker\_0: It is weekly, it is weekly deductions from your paycheck, so correct. But I can't give you information regarding future coverage that I don't, I don't know if they are or

aren't. It's, it really just depends-

Speaker speaker\_1: So listen, listen, listen, listen, listen to me first, okay?

Speaker speaker\_0: Okay, ma'am.

Speaker speaker\_1: I am working for Creative Circle this week, Wednesday, Thursday and Friday. So I'm wondering, are they gonna take it out of my paycheck automatically or do I have to go through you?

Speaker speaker\_0: So normally they take it out of your paycheck automatically, but like I said, I can't give you questions regarding future coverage. I'm not really sure. Like I wouldn't be able to answer that question. So if they don't take it out, I can't answer if they don't take it out. That means you won't have coverage if you don't see that deduction. Um, normally if they take out a deduction for let's say Friday, if you get paid Friday, that means that's for the following Monday.

Speaker speaker\_1: Okay, so if I... Yeah, exactly. I'm gonna work for them this week which means they're gonna take it out. They're gonna give me my paycheck next week. So what you just said, most likely I have to pay through you this week and then next week they're pa-taking it out my paycheck.

Speaker speaker\_0: That's if you see a deduction being done. Like I said, if you see, because I, I can't really, I can't predict the future. So it, I would really just look at your pay stubs if you see a deduction being taken out this week. If you see a deduction-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... being taken out this week, that means it's for the following Monday, not for this week.

Speaker speaker\_1: No, no, no. It's, listen, I'm not working for them right now, so I'm not getting paid for this week. So I assume I have to pay you. I am working for them this week, but it's not gonna come out of my paycheck until next week. So I assume it's, I'm gonna have to freaking pay you today to cover this week. Correct or not?

Speaker speaker\_0: Ma'am, like I said, I, I don't have access to their payrolls. If you didn't work last week, that means that you didn't get a deduction.

Speaker speaker\_1: Exactly, I, yeah, that's what I'm trying-

Speaker speaker\_0: And that means you do have to...

Speaker speaker\_1: But just, just listen. I'm trying to tell you-

Speaker speaker\_0: Yes, ma'am. I'm-

Speaker speaker\_1: ... I'm not work... I, please don't call me "ma'am" in California. That's very offensive. Do not call me "ma'am." Call me by my name or call me "miss." I'm not a fucking ma'am, okay? I just want to tell you that-

Speaker speaker\_0: All right, if you say so.

Speaker speaker\_1: ... right off the bat because-

Speaker speaker\_0: We don't have to curse.

Speaker speaker\_1: ... it's really rubbing me the wrong way. Okay? So no, I did not work for them this week. So I assume I have to pay you this week.

Speaker speaker\_0: Yes, you have to pay this.

Speaker speaker\_1: Let's just do this. Exactly. That's what I want to fucking figure out here. So I-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Just write down, write down my credit card and let's just freaking do it. Okay? And please-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... do not call me "ma'am" one more time.

Speaker speaker\_0: Miss, we don't have to curse.

Speaker speaker\_1: I'm going to fucking have a fucking heart attack. Okay?

Speaker speaker\_0: Ma'am, again, we don't have to curse.

Speaker speaker\_1: No, don't call me "ma'am"! Do not call me "ma'am." Fuck you.

Speaker speaker\_0: Okay.