

## **Transcript: Estefania**

**Acevedo-6588506713309184-4521781335375872**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit CenterCard. My name is Stephanie. How can I assist you? Hey, how you doing today? Uh, I'm Eric f. Uh, I work for, uh, Surge, Surge Staffing. And, uh- Yes, sir. I messed around and, uh, uh, I had it going to a direct deposit, but I messed around. I couldn't get paid because I, uh, sent the, uh, uh, sent the wrong, uh, uh, account number to my bank account. How, how do I change that? Uh, so we're not Surge Staffing. Okay. We're the healthcare administrators for Surge. Okay, okay. I'm sorry. No, you're fine. Oh.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit CenterCard. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, how you doing today? Uh, I'm Eric f. Uh, I work for, uh, Surge, Surge Staffing. And, uh-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I messed around and, uh, uh, I had it going to a direct deposit, but I messed around. I couldn't get paid because I, uh, sent the, uh, uh, sent the wrong, uh, uh, account number to my bank account. How, how do I change that?

Speaker speaker\_0: Uh, so we're not Surge Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We're the healthcare administrators for Surge.

Speaker speaker\_1: Okay, okay. I'm sorry.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_1: Oh.