

## **Transcript: Justin**

**Mills-4710612555743232-5843474269028352**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. Good morning. This is Marisol. How are you? Doing well. And yourself? I'm doing well, thank you. Um, I'm calling because I would like to know if I could receive a card for my benefits, and I also need to give you a change of address. Yeah. Let me check on that for you. What's the staffing agency you work for? BSG... BGSS. And the last four of your social? 6039. And for security purposes, can you verify the home address, including city, state and zip code, Marisol? Okay, so you guys have, um, 605 East Atlanta, Phoenix, Arizona 85040. Mm-kay. What's the new address so I can go ahead and update it? Okay, so the new address is, um... Oh, give me one second. I apologize. No worries. Thank you. It is... If it comes up. It's, uh, 5611 South 32nd Street, Phoenix, Arizona 85040. And I'm in apartment 216. Okay. So just to confirm, 5611 South 32nd Street, Apartment 216, Phoenix, Arizona 85040? Yes. Mokay. And confirm your date of birth. 08251979. And a good telephone number I have is 469-894-9090? Yes. And the email I have is marisol58.mu@gmail? Yes. Okay, so let's see here. So looking at the file, looks like you are currently enrolled in the benefits offered through BG Staffing for employee plus child. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So once we receive that deduction, you'll become active and cards will be issued out from there. Okay, 'cause I thought I got paid this Thursday. Okay. Did you notice a deduction come off the paycheck? I have not even seen the pay... the pay stub, so I need to check that, I guess. Mokay. 'Cause if you received a paycheck this week and there was no deduction that comes up, that's probably the reason why we haven't received the deduction. Um, so it may happen on the next paycheck. Oh, okay. Um, but I would just reach out to BG Staffing to confirm when that deduction will occur. Okay. I will go ahead and shoot them an email in regard to this so that way I can get this started. Okay. Well, is there anything else I could help you out with today? That's about it. I truly appreciate it. You're welcome. You have a great day, okay? Thank you. You too. Thank you. Bye-bye. Mm-hmm. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Good morning. This is Marisol. How are you?

Speaker speaker\_1: Doing well. And yourself?

Speaker speaker\_2: I'm doing well, thank you. Um, I'm calling because I would like to know if I could receive a card for my benefits, and I also need to give you a change of address.

Speaker speaker\_1: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_2: BSG... BGSS.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 6039.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Marisol?

Speaker speaker\_2: Okay, so you guys have, um, 605 East Atlanta, Phoenix, Arizona 85040.

Speaker speaker\_1: Mm-kay. What's the new address so I can go ahead and update it?

Speaker speaker\_2: Okay, so the new address is, um... Oh, give me one second. I apologize.

Speaker speaker\_1: No worries.

Speaker speaker\_2: Thank you. It is... If it comes up. It's, uh, 5611 South 32nd Street, Phoenix, Arizona 85040. And I'm in apartment 216.

Speaker speaker\_1: Okay. So just to confirm, 5611 South 32nd Street, Apartment 216, Phoenix, Arizona 85040?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mokay. And confirm your date of birth.

Speaker speaker\_2: 08251979.

Speaker speaker\_1: And a good telephone number I have is 469-894-9090?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is marisol58.mu@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, looks like you are currently enrolled in the benefits offered through BG Staffing for employee plus child. However, checking the calendar, we're still waiting on that first payroll deduction to come through from them. So once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker\_2: Okay, 'cause I thought I got paid this Thursday.

Speaker speaker\_1: Okay. Did you notice a deduction come off the paycheck?

Speaker speaker\_2: I have not even seen the pay... the pay stub, so I need to check that, I guess.

Speaker speaker\_1: Mokay. 'Cause if you received a paycheck this week and there was no deduction that comes up, that's probably the reason why we haven't received the deduction. Um, so it may happen on the next paycheck.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Um, but I would just reach out to BG Staffing to confirm when that deduction will occur.

Speaker speaker\_2: Okay. I will go ahead and shoot them an email in regard to this so that way I can get this started.

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_2: That's about it. I truly appreciate it.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Mm-hmm. Bye-bye.