

Transcript: Justin

Mills-4864176185360384-6227165752803328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 765-5420. Good afternoon, Miguel. This is Justin from Benefits on a Card. Uh, we spoke, cr-- uh, or late last week regarding you sending in your pay stub, regarding the other deduction that came off your paycheck. Um, I did receive word back from our back office. We did receive that email. However, reviewing that email, it didn't have like a specific date check, like a, a date on it. So we need you to resend the pay stub. Um, reviewing that picture that you sent, uh, there is an option where you can download the pay stub. If you would, please download the pay stub and include that in the email or just send it back to us so we can review it, so we can just determine what check date that is. Um, as of right now, uh, we couldn't determine what date it was, so we need for... more information from you. Um, if you would, please do that at your earliest convenience, um, and then we could get back to you once that information is received. Uh, thank you for taking the time to listen to my message. Hope you have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 765-5420.

Speaker speaker_1: Good afternoon, Miguel. This is Justin from Benefits on a Card. Uh, we spoke, cr-- uh, or late last week regarding you sending in your pay stub, regarding the other deduction that came off your paycheck. Um, I did receive word back from our back office. We did receive that email. However, reviewing that email, it didn't have like a specific date check, like a, a date on it. So we need you to resend the pay stub. Um, reviewing that picture that you sent, uh, there is an option where you can download the pay stub. If you would, please download the pay stub and include that in the email or just send it back to us so we can review it, so we can just determine what check date that is. Um, as of right now, uh, we couldn't determine what date it was, so we need for... more information from you. Um, if you would, please do that at your earliest convenience, um, and then we could get back to you once that information is received. Uh, thank you for taking the time to listen to my message. Hope you have a wonderful day.