

Transcript: Justin

Mills-5425002277453824-5667160452448256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, s... yes, sir. Uh, my name is Timothy Young. Uh, my social is 250, 43, 7230. I'm calling to see... I applied for benefits, and they said it'd take a week or two to... for it to be in effect. I'm calling to see is that... is it in effect. If it is in effect, I haven't received a card, and can I get the, um, insurance policy number so I can go to the doctor? Okay. Let me check on that for you. What's the staffing agency you work for and the last four of your social? Uh, Surge. What's the name of it? Surge? S-U-R-G-E. Okay, so Surge Staffing, last four of the social. Uh, 7230. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Young? Uh, 400 Mahaffey, Belton, South Carolina, 29627. And your date of birth? 8/12/65. And a good telephone number has 864-376-0262. Yes, sir. And the email will have a 705432 at gmail? Yes, sir. Okay, so looking at the file, it looks like we haven't received the first deduction from Surge Staffing just yet, so once we receive that deduction, you'll become active and cards will be issued out from there. Oh, you ain't received it? You ain't got no... ain't deducted nothing yet? Well, they may have deducted off your paycheck, but it's just... we haven't received that information from Surge Staffing just yet. Man, y'all killing me with that. Y'all gonna take it out of the paycheck, but y'all don't want to give me the insurance. I mean, I... man, I don't understand this. Yes, sir, but I- Why did you take it off if you ain't receive it? No, sir. What I'm saying is Surge Staffing deducted it from your paycheck, but they haven't sent it over to us just yet. So, like I said, once we receive that deduction, you will become active and then cards will be issued out from there. We don't have access to your payroll yet, sir. Who... who... who was... Okay, who... who I need to talk to at Surge Staffing? Payroll specifically. They deduct... Huh? Payroll specifically. Payroll pacifically. No, sir. That's... that's why- Speaking of payroll. Golly, man. This is crazy. All right, man. Okay. Yeah. Is there anything else I could help you out-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, s... yes, sir. Uh, my name is Timothy Young. Uh, my social is 250, 43, 7230. I'm calling to see... I applied for benefits, and they said it'd take a week or two to... for it to be in effect. I'm calling to see is that... is it in effect. If it is in effect, I haven't

received a card, and can I get the, um, insurance policy number so I can go to the doctor?

Speaker speaker_1: Okay. Let me check on that for you. What's the staffing agency you work for and the last four of your social?

Speaker speaker_2: Uh, Surge. What's the name of it? Surge? S-U-R-G-E.

Speaker speaker_1: Okay, so Surge Staffing, last four of the social.

Speaker speaker_2: Uh, 7230.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Young?

Speaker speaker_2: Uh, 400 Mahaffey, Belton, South Carolina, 29627.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 8/12/65.

Speaker speaker_1: And a good telephone number has 864-376-0262.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email will have a 705432 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, it looks like we haven't received the first deduction from Surge Staffing just yet, so once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker_2: Oh, you ain't received it? You ain't got no... ain't deducted nothing yet?

Speaker speaker_1: Well, they may have deducted off your paycheck, but it's just... we haven't received that information from Surge Staffing just yet.

Speaker speaker_2: Man, y'all killing me with that. Y'all gonna take it out of the paycheck, but y'all don't want to give me the insurance. I mean, I... man, I don't understand this.

Speaker speaker_1: Yes, sir, but I-

Speaker speaker_2: Why did you take it off if you ain't receive it?

Speaker speaker_1: No, sir. What I'm saying is Surge Staffing deducted it from your paycheck, but they haven't sent it over to us just yet. So, like I said, once we receive that deduction, you will become active and then cards will be issued out from there. We don't have access to your payroll yet, sir.

Speaker speaker_2: Who... who... who was... Okay, who... who I need to talk to at Surge Staffing?

Speaker speaker_1: Payroll specifically.

Speaker speaker_2: They deduct... Huh?

Speaker speaker_1: Payroll specifically.

Speaker speaker_2: Payroll pacifically.

Speaker speaker_1: No, sir.

Speaker speaker_2: That's... that's why-

Speaker speaker_1: Speaking of payroll.

Speaker speaker_2: Golly, man. This is crazy. All right, man. Okay. Yeah.

Speaker speaker_1: Is there anything else I could help you out-