

Transcript: Justin

Mills-5647687082098688-5818739238158336

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, I was wanting to, um, uh, c- cancel anyth- anything that I had in my name. Um, I had already done that once before, but they, uh, took it out of my paycheck, so I was wanting to see why. Okay. What's the staffing agency you work for? Uh, Surge. And last four of your social? Two, two, six, four. And what was your first and last name? Um, Melissa Hildinger . And for security purposes, could you verify your home address, including city, state and zip code, Melissa? Um, 2431 Lake Road, Southeast Lancaster, Ohio, four-three-one-three-zero. And your date of birth? Five-two-seventy-seven. And a good telephone number have a seven-four-zero-four-zero-seven-seventeen-forty-one? Yes. And the email I have is melissahildinger@gmail.com? Yes. Okay, so looking at the file, it looks like you were never enrolled into anything, so that deduction that you experienced never came from us. Uh, it said Medicaid, and she gave me this number to cancel it. Um, so Medicaid is a government tax that's already coming out of your paycheck. It's a required tax. Oh. Oh, so it's... That's... Okay, so that's with every job, then, it gets taken out? Correct, because it's government tax. Okay, sorry. I... She, she told me, uh, that it was you guys. So I'm sorry. No worries. You have a wonderful weekend, okay? I'm sorry about that. No worries. You have a great weekend, okay? You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, I was wanting to, um, uh, c- cancel anyth- anything that I had in my name. Um, I had already done that once before, but they, uh, took it out of my paycheck, so I was wanting to see why.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And last four of your social?

Speaker speaker_1: Two, two, six, four.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Um, Melissa Hildinger .

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Melissa?

Speaker speaker_1: Um, 2431 Lake Road, Southeast Lancaster, Ohio, four-three-one-three-zero.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Five-two-seventy-seven.

Speaker speaker_0: And a good telephone number have a seven-four-zero-four-zero-seven-seventeen-forty-one?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is melissahildinger@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like you were never enrolled into anything, so that deduction that you experienced never came from us.

Speaker speaker_1: Uh, it said Medicaid, and she gave me this number to cancel it.

Speaker speaker_0: Um, so Medicaid is a government tax that's already coming out of your paycheck. It's a required tax.

Speaker speaker_1: Oh. Oh, so it's... That's... Okay, so that's with every job, then, it gets taken out?

Speaker speaker_0: Correct, because it's government tax.

Speaker speaker_1: Okay, sorry. I... She, she told me, uh, that it was you guys. So I'm sorry.

Speaker speaker_0: No worries. You have a wonderful weekend, okay?

Speaker speaker_1: I'm sorry about that.

Speaker speaker_0: No worries. You have a great weekend, okay?

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.