

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Um, I had called earlier this morning, um, because my account- accounts is, is disconnected. Um, and I called my HR department and they said they got it figured out. So, I'm hoping that it's figured that I can reconnect my account so I can look at it online. So I'm just calling you guys back. What staffing company do you work for? Um, Tara Staffing Group, which is now Verstellla. Canyon, leave it alone. Put it back. Last four of your Social? Uh, 2471. What, Winston, come here. First name? Renee. Canyon, be careful. And for security purposes, can you verify your address and date of birth for me? Uh, 995 East 11th and Norris is what it used to be. I don't know if it's the same anymore 'cause we just moved, so I don't know if they updated it on your end. Oh, yeah, I just spoke... Oh, I'm the one that you spoke with this morning. You know, we - Oh, really? Yes. Well, could you just verify your address and date of birth for me? Um, I believe it's the 7700... I could be wrong. Yes, ma'am. ... um, Um, Fourth Avenue in Kennewick, Apartment B105. Thank you. And your date of birth? That was, uh, 05/11/'96. Thank you. All right. So I do see where they updated in the system where it does show that you are active now. Mom, dad, can I play outside? Okay. Have you tried logging in, have you tried logging back in since that happened? Yeah, I tried and it, it, it says I'm logged out and to call you guys. Well, so what does it say specifically? Can I have a ride home, Mommy? Um, my account is suspended or something, and then it gives your guys' phone number. All right. You mind if I put you in a brief hold? That's fine. Thank you. I hear it beating clear. Wow. It is a miracle. Tell me can your heart beat there. Know where to go. Wee! Hey, Winston, do you want to run up it? He said, "Excuse me." Hey, stay put. Canyon, no. You're not leaving the park, dude. Canyon. Okay, we're not destroying the grass, okay? When you leave the grass where it goes. Hey, don't put the, the grass there. Thank you. All right. Oh, treasure. Can you move these? There you go. I know you're just trying to play, but we're gonna leave the grass in the grass, because if you put the grass over there and they try to take the grass out, they're gonna have to take down a little bit of concrete up for that. Okay. So you're gonna leave the grass in the grass? Why don't you go play with your brother? Okay, honey? You, you... All you can do is control what you do, okay? Okay? All you can do is control, control yourself. Yeah, you can. Go. How are you doing, Ms. Renee? Yeah, go ahead. All right. So it looks like we just re- we just received a deduction today, so if this- Okay. We're gonna... I'm gonna forward this to my back office so they can expedite it. You should be have, be able to have access within 30 minutes to an hour. Okay. And what does the deduction mean? So a deduction is what, uh, is what they take out of your paycheck typically a week prior to pay for your... So the way that the deductions work, they take it out a week prior to pay for your coverage to be active the following week. Oh. So last week you had a... You should've had a deduction from last week to pay for this week's coverage. I'm not sure what happened on, um, Verstellla's

end, why that deduction didn't get taken, but it is showing that now the deduction was taken, so. Yeah, I think they, they told me that it was their clerical error. So it had nothing to do with anything that I did or you guys did, so. Okay, cool. Um, so, like I said, I'm gonna send it to my back office to get it, um, expedited for you. Okay. And then you should be able to have- Here, Winston, go throw it in the trash. ... access within an hour or so. Okay, thank you so much. No problem. Is there anything else I can help with, Ms. Renee? Nope, that's it. I appreciate it. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye. Okay.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi. Um, I had called earlier this morning, um, because my account-accounts is, is disconnected. Um, and I called my HR department and they said they got it figured out. So, I'm hoping that it's figured that I can reconnect my account so I can look at it online. So I'm just calling you guys back.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Um, Tara Staffing Group, which is now Verstellla.

Speaker speaker\_2: Canyon, leave it alone. Put it back.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: Uh, 2471.

Speaker speaker\_2: What, Winston, come here.

Speaker speaker\_0: First name?

Speaker speaker\_1: Renee.

Speaker speaker\_2: Canyon, be careful.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 995 East 11th and Norris is what it used to be. I don't know if it's the same anymore 'cause we just moved, so I don't know if they updated it on your end.

Speaker speaker\_0: Oh, yeah, I just spoke... Oh, I'm the one that you spoke with this morning. You know, we -

Speaker speaker\_1: Oh, really?

Speaker speaker\_0: Yes. Well, could you just verify your address and date of birth for me?

Speaker speaker\_1: Um, I believe it's the 7700... I could be wrong.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... um, Um, Fourth Avenue in Kennewick, Apartment B105.

Speaker speaker\_0: Thank you. And your date of birth?

Speaker speaker\_1: That was, uh, 05/11/'96.

Speaker speaker\_0: Thank you. All right. So I do see where they updated in the system where it does show that you are active now.

Speaker speaker\_3: Mom, dad, can I play outside?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have you tried logging in, have you tried logging back in since that happened?

Speaker speaker\_1: Yeah, I tried and it, it, it says I'm logged out and to call you guys.

Speaker speaker\_0: Well, so what does it say specifically?

Speaker speaker\_3: Can I have a ride home, Mommy?

Speaker speaker\_1: Um, my account is suspended or something, and then it gives your guys' phone number.

Speaker speaker\_0: All right. You mind if I put you in a brief hold?

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Thank you.

Speaker speaker\_3: I hear it beating clear. Wow. It is a miracle. Tell me can your heart beat there. Know where to go. Wee! Hey, Winston, do you want to run up it? He said, "Excuse me." Hey, stay put. Canyon, no. You're not leaving the park, dude. Canyon. Okay, we're not destroying the grass, okay? When you leave the grass where it goes. Hey, don't put the, the grass there. Thank you. All right. Oh, treasure. Can you move these? There you go. I know you're just trying to play, but we're gonna leave the grass in the grass, because if you put the grass over there and they try to take the grass out, they're gonna have to take down a little bit of concrete up for that. Okay. So you're gonna leave the grass in the grass? Why don't you go play with your brother? Okay, honey? You, you... All you can do is control what you do, okay? Okay? All you can do is control, control yourself. Yeah, you can. Go.

Speaker speaker\_4: How are you doing, Ms. Renee?

Speaker speaker\_1: Yeah, go ahead.

Speaker speaker\_4: All right. So it looks like we just re- we just received a deduction today, so if this-

Speaker speaker\_0: Okay.

Speaker speaker\_4: We're gonna... I'm gonna forward this to my back office so they can expedite it. You should be have, be able to have access within 30 minutes to an hour.

Speaker speaker\_1: Okay. And what does the deduction mean?

Speaker speaker\_4: So a deduction is what, uh, is what they take out of your paycheck typically a week prior to pay for your... So the way that the deductions work, they take it out a week prior to pay for your coverage to be active the following week.

Speaker speaker\_1: Oh.

Speaker speaker\_4: So last week you had a... You should've had a deduction from last week to pay for this week's coverage. I'm not sure what happened on, um, Verstella's end, why that deduction didn't get taken, but it is showing that now the deduction was taken, so.

Speaker speaker\_1: Yeah, I think they, they told me that it was their clerical error. So it had nothing to do with anything that I did or you guys did, so.

Speaker speaker\_4: Okay, cool. Um, so, like I said, I'm gonna send it to my back office to get it, um, expedited for you.

Speaker speaker\_1: Okay.

Speaker speaker\_4: And then you should be able to have-

Speaker speaker\_2: Here, Winston, go throw it in the trash.

Speaker speaker\_4: ... access within an hour or so.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_4: No problem. Is there anything else I can help with, Ms. Renee?

Speaker speaker\_1: Nope, that's it. I appreciate it.

Speaker speaker\_4: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_4: Okay.