

Transcript: Pamela

Blanc-4689391937961984-5669441969635328

Full Transcript

I'm on a webcam now. All right, this is Ted Jackson. I was trying to, uh... They g- they gave me this number so I can cancel my benefits for my job. Who do you work for? Kneemac, and I work for... Let me see. Yeah, I work for Kneemac. That's the name of the staffing agency? Yes, ma'am. The... You told me who I work for, yes, ma'am. Excuse me? Yes, ma'am. You, you said that's who I work for, right? I, I work for Kneemac. I need the name- Let me see. ... of the staffing agency. Oh. Oh, hold on. They, they, they had, uh... I had wrote it down. It's called Staff Care. It's Staff Care? Yes, ma'am. Wait one second. Yes, ma'am. That sound familiar. Staff Care. Can you say the last four digits of your Social s? 1316. 1316. And your first and last name? Ted Jacob. Jacob? Ted Jackson. J-A-C-K-S-O-N. Oh. I don't have anything with that. They- One thing is... They- ... that, that, um, staffing agency doesn't sound familiar. Well- The name you've given me. They, did y'all see me at all? Okay. The name of the staffing agency you've given me, it does not sound familiar. Yeah, they, they're the... Oh, let me see. They're the one that gave me... That's why I was trying to see, I mean, what all... I mean, they're what they told me, Staff Care, and I... Staff Care? Yeah. Yes, ma'am. No, they, they... I had just called and they told me that, 'cause I was trying to do it the other day and I, I had wait till this day so I can get everything, uh, that I needed. Mm-hmm. I get it. Oh, God. Bear with me for a second. Let me, let me... Um- Yes, ma'am. ... reach out to the back office. Hello? Yeah, I'm here. I'm, I, I'm still looking through our list of the staffing agency and I don't think I find it. Oh my god. Hold up. Hold up. Who you got there? It's nothing.... Staff Care. They qu- And they told you to call us- You can find it. ... to find it out at home then? What about any Staff and Care? Oh, no, I ain't no staff. Man, they... I wrote it down and everything. They talking about some bull, I don't... But the answer to it- Can you, can you spell your last name one more time for me, sir? Sorry. Yeah. All right, T- K-T-B Jackson. J-A-C for cat, K for kangaroo. S-O-N. Hold on one second. Let me give it a try, one more try. It's... I don't... They, they... I'm trying to get accounts and it's hard to get accounts with y'all. It's just that we don't... I, I can't find you on our system. How long you been working for them? Uh, I been working for, for six months. Six, seven months. Probably almost a year, because I been there for a while. Hmm. I cannot find any, any company with that name. Listen, I t- I tried to, uh... I'm still looking. Bear with me. Listen, I... That's... I don't know why they gave me that name though, Staff and Care. Sir, are you still there? Yeah, I'm here. Okay. Um, I'm looking- Yes, ma'am. ... for the last name, but, um... And see if I can find you. Take a little longer like that, but- You want... I was... See, I was... They, they were closed. I called, because this is my second time calling them, for real. Just thought I had the right information. Okay, Jackson. I don't have anybody with those last four digits. 11316? One more second. It just take a little longer to look it up like this. Oh, all right. Just check. Unless, unless I can call... Unless I can call you back later? Because I'll man up. We're here till 8 o'clock Eastern Time, Monday through Friday.

Yeah, but I go... Yeah, 'cause I, I'll probably have to do it next week because I go to... I go to work and I get off at 10:00. Okay. Um- And I, and I'll figure, I'll figure out what staff they talking about, because they, they gave me Staff Care. And I said, "Are you sure?" They was like, "Yeah." So, then why I call. What is it that you do there? Ma'am? What is it that you do at the job? Oh, when I started it said, uh, July the 14th. No, no, no. That's when I start, you know. Okay. Same day. And what is your date of birth? May 26, 1987. Wait, let me try that. Give me one more second. Yes, ma'am. Unfortunately, I cannot find you in the system. Tell them that you need, when you talk to them, let them know that you need the actual name of the staffing agency. Because with that name they give you- Oh, oh, yeah. ... it's not coming up in the system. Oh, okay. You know? Okay. Yes, ma'am. You talking about the Staff-agency. Yeah. Agency. Uh-huh. Okay. Yes, sir. All right. Hey, all right. Thanks. All right, thank you. So there's a big string of names.

Conversation Format

Speaker speaker_0: I'm on a webcam now.

Speaker speaker_1: All right, this is Ted Jackson. I was trying to, uh... They g- they gave me this number so I can cancel my benefits for my job.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Kneemac, and I work for... Let me see. Yeah, I work for Kneemac.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Yes, ma'am. The... You told me who I work for, yes, ma'am.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Yes, ma'am. You, you said that's who I work for, right? I, I work for Kneemac.

Speaker speaker_0: I need the name-

Speaker speaker_1: Let me see.

Speaker speaker_0: ... of the staffing agency.

Speaker speaker_1: Oh. Oh, hold on. They, they, they had, uh... I had wrote it down. It's called Staff Care.

Speaker speaker_0: It's Staff Care?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Wait one second.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: That sound familiar. Staff Care. Can you say the last four digits of your Social s?

Speaker speaker_1: 1316. 1316.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ted Jacob.

Speaker speaker_0: Jacob?

Speaker speaker_1: Ted Jackson. J-A-C-K-S-O-N.

Speaker speaker_0: Oh. I don't have anything with that.

Speaker speaker_1: They-

Speaker speaker_0: One thing is...

Speaker speaker_1: They-

Speaker speaker_0: ... that, that, um, staffing agency doesn't sound familiar.

Speaker speaker_1: Well-

Speaker speaker_0: The name you've given me.

Speaker speaker_1: They, did y'all see me at all?

Speaker speaker_0: Okay. The name of the staffing agency you've given me, it does not sound familiar.

Speaker speaker_1: Yeah, they, they're the... Oh, let me see. They're the one that gave me... That's why I was trying to see, I mean, what all... I mean, they're what they told me, Staff Care, and I...

Speaker speaker_0: Staff Care?

Speaker speaker_1: Yeah. Yes, ma'am. No, they, they... I had just called and they told me that, 'cause I was trying to do it the other day and I, I had wait till this day so I can get everything, uh, that I needed.

Speaker speaker_0: Mm-hmm. I get it.

Speaker speaker_1: Oh, God.

Speaker speaker_0: Bear with me for a second. Let me, let me... Um-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... reach out to the back office. Hello?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: I'm, I, I'm still looking through our list of the staffing agency and I don't think I find it.

Speaker speaker_1: Oh my god. Hold up. Hold up. Who you got there?

Speaker speaker_0: It's nothing.... Staff Care. They qu- And they told you to call us-

Speaker speaker_1: You can find it.

Speaker speaker_0: ... to find it out at home then?

Speaker speaker_1: What about any Staff and Care? Oh, no, I ain't no staff. Man, they... I wrote it down and everything. They talking about some bull, I don't... But the answer to it-

Speaker speaker_0: Can you, can you spell your last name one more time for me, sir? Sorry.

Speaker speaker_1: Yeah. All right, T- K-T-B Jackson. J-A-C for cat, K for kangaroo. S-O-N.

Speaker speaker_0: Hold on one second. Let me give it a try, one more try.

Speaker speaker_1: It's... I don't... They, they... I'm trying to get accounts and it's hard to get accounts with y'all.

Speaker speaker_0: It's just that we don't... I, I can't find you on our system. How long you been working for them?

Speaker speaker_1: Uh, I been working for, for six months. Six, seven months. Probably almost a year, because I been there for a while. Hmm.

Speaker speaker_0: I cannot find any, any company with that name.

Speaker speaker_1: Listen, I t- I tried to, uh...

Speaker speaker_0: I'm still looking. Bear with me.

Speaker speaker_1: Listen, I... That's... I don't know why they gave me that name though, Staff and Care.

Speaker speaker_0: Sir, are you still there?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: Okay. Um, I'm looking-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... for the last name, but, um... And see if I can find you. Take a little longer like that, but-

Speaker speaker_1: You want... I was... See, I was... They, they were closed. I called, because this is my second time calling them, for real. Just thought I had the right information.

Speaker speaker_0: Okay, Jackson. I don't have anybody with those last four digits.

Speaker speaker_1: 11316?

Speaker speaker_0: One more second. It just take a little longer to look it up like this.

Speaker speaker_1: Oh, all right. Just check. Unless, unless I can call... Unless I can call you back later? Because I'll man up.

Speaker speaker_0: We're here till 8 o'clock Eastern Time, Monday through Friday.

Speaker speaker_1: Yeah, but I go... Yeah, 'cause I, I'll probably have to do it next week because I go to... I go to work and I get off at 10:00.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: And I, and I'll figure, I'll figure out what staff they talking about, because they, they gave me Staff Care. And I said, "Are you sure?" They was like, "Yeah." So, then why I call.

Speaker speaker_0: What is it that you do there?

Speaker speaker_1: Ma'am?

Speaker speaker_0: What is it that you do at the job?

Speaker speaker_1: Oh, when I started it said, uh, July the 14th.

Speaker speaker_0: No, no, no.

Speaker speaker_1: That's when I start, you know.

Speaker speaker_0: Okay.

Speaker speaker_1: Same day.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: May 26, 1987.

Speaker speaker_0: Wait, let me try that. Give me one more second.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Unfortunately, I cannot find you in the system. Tell them that you need, when you talk to them, let them know that you need the actual name of the staffing agency. Because with that name they give you-

Speaker speaker_1: Oh, oh, yeah.

Speaker speaker_0: ... it's not coming up in the system.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You know? Okay.

Speaker speaker_1: Yes, ma'am. You talking about the Staff-agency.

Speaker speaker_0: Yeah.

Speaker speaker_1: Agency.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. All right.

Speaker speaker_1: Hey, all right. Thanks.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: So there's a big string of names.