

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? How are you doing, Miss Pamela? Uh, my name is Hugo Ruiz. Um, I'm having a little issue. This is the third time that, uh, that my, that money's been taken out of my check for insurance and the first time that they took out money out of my check for the insurance, I called the agency. The agency told me that I have to call you guys so you guys can put a stop to it, and I did. I spoke to a person and they said that, okay, they'll cancel it, there wouldn't be no more deductions on my check. Then it happened for the second time, I called again and they had me email you guys my pay stub, a sub showing that, you know, money was taken out and everything for the second time. I did. Now I'm checking my pay stub again for tomorrow and it's being taken out again, after I was told twice that it wasn't supposed to happen. So now, like, I don't know what's really going on, 'cause now it's kind of aggravated me that I've been told twice it's not gonna happen and this is the third time now it's happened. Okay. So, um, may I have the last four digits of your Social and the name of the staffing agency you work for so I can pull up the file? Yeah. The name- yeah, the- the- the name of the agency is called Work Smart and my last four of my Social is 0229. Thank you. Zero, two, nine. And you said the last four... Okay, I'm sorry, it's 0229, right? Correct. Mr. Ru- Ruiz, for security reasons- Correct. ... just to make sure that we are in the correct file, can you please verify your complete address and date of birth? My date of birth is November 5, 1978. My address, 198 Rollingwood Drive, Lyman, South Carolina, 29265. Thank you for the information. We have the telephone number on file, 864-785... I'm sorry, 765-5420 and ru- Correct. ... igel1978@gmail.com. You speak Spanish? Senior. Oh, okay. Yeah. I think- 'Cause you said my name right. Okay. Okay. So I see here that we only have received one deduction, and it was last week. Um, so when you canceled, did they tell you that it would take til one to two weeks for all the changes could be canceled, right? No. That you- They didn't tell me none of that. That's fine? They didn't tell me none of that. When I called the first time, when I called the first time, they say, well, being that they already deducted the first time, you know, that I would not get that money back if they already did. So they say, "Okay, now we gotta go through a process. We get, we need some information from you and we'll put a stop to it." I said, "Okay, let's do this." So they verified the information, they asked me, I gave them, whatever, and they said, "Okay, good. You're good now. It's not gonna be no more deductions." Then the, and the second time, I went to my pay stub on my app and actually it was taking money out again, so I called again. Well, first I called the agency and the agency said that they have nothing to do with that, the insurance does. So I call you guys again and I explained what's happening, that they, that's when they asked me, for me to send them, you know, a picture of my pay stub, the whole full pay stub, and I did, right? Now, uh, I checked my pay stubs and it's showing, you know, minus \$16 whatever that

you guys taking out, uh, uh, a week. Mm-hmm. Again, for the third time. They never told me about that I have to wait two weeks, none of that, because, you know, I'm not rich. I don't get paid a lot of money, and then \$16 is \$16, and that's three times so far, so, you know- I- I completely understand. ... I don't know. Let me put you in a brief hold so our comp- Okay. ... because we don't have access to your payroll. We send the information- Yep. ... to your employer and they should take it from there to stop the, um, taking the money out. Um, let me see. You said this is your third time, right? Yeah. Yeah. Okay. Bear with me. Let me double check on that, please. Okay. Hey, put that on audio. What the fuck? Hey, baby. Hey, put that on audio. What the fuck? Hey, Maurice? Yes? Okay. So we're going to need you to send a payroll, um, pay ex- for, for the deduction of this week, because it's not reflecting here on us. It's not showing that we receive it. Um, are you able to send it? Do you, do you still have that email where you sent the first one? Yeah. I still got the s- the first email when the guy told me to send him the, the picture for last week. Uh-huh. Mm-hmm. Yeah, I still got that, that email, so I... That's the one you want me to resend? Okay. They need to... Yeah. No, I need you to resend this week, the one that you just showed the, um, the deductions. Okay. Because we do, we did see the one there, but now you saying you getting another one. So can you send... Right. All the pay stub that you have seen it, so that way we could, um, make sure, 'cause here in our sy- in our system, it's only showing one and you're saying you got three, right? Right. So, we want to make sure that the ones that you've seen doesn't fall on the week you say you were supposed to be on the process of the cancellation. 'Cause like I said- Okay. ... it's only showing one in our system and in order for us to see it, you have to send us the, uh, the pay stubs. Mm-hmm. Like, um, we don't have access to your payroll. Well, okay, I can do that, but I can send you all three of them right now, the email, but then what's going to happen after that? Because after the same- But then we have to send it to the back of the house. They will figure out why you- Uh-huh. ... will receive, wh- why you getting those, um, extras deductions if they don't fall within- Right. ... the process of the cancellation. I will reach out- Right. ... to you after, um- Okay. ... they give me the, the answer and then we could take it from there. Okay, so, so you want me to send the payroll, that'd be the pay stubs to the same email? Yes, sir. That I got? Okay. Yes. Okay. I'll do that right now. Yeah, put in the last four digits of your social and the name of the staffing agency, so we could f- find your fi... I mean, not me, but the person who- Yeah, that's in the payroll. ... is sending you the paycheck. All that information is in the pay- pay stub. No, no, but I mean, on the subject of your email. Oh, okay. On the subject, okay. Yeah, so- So, you want my- ... ask for your social- ... Landmark- uh-huh. ... and then, um, the name of the staffing agency which is WorkSmart. Okay. Okay, so allow me- Okay. Oh, I'll do that right now. ... 24 to 72 hours for them to go over it. They will contact your employer if it's necessary and after I get, um, a resolution or an answer, um, I'll get back to you. Is, there is an- any- Okay. ... specific time to call you? No, you can call me anytime. Okay. So, I will be giving you a call, I'm Pamela, and- Okay. ... as soon as I get a answer after we receive the, the payment, I mean, sorry, the pay stub. Oh, okay. All right? Uh-huh. Anything else I could do for you, Mr. Ruiz? Um, no. Okay, thank you. All right, thank you for calling us today. You have a great rest of the day. You too. Bye-bye. Bye-bye.

## 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 Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_2: How are you doing, Miss Pamela? Uh, my name is Hugo Ruiz. Um, I'm having a little issue. This is the third time that, uh, that my, that money's been taken out of my check for insurance and the first time that they took out money out of my check for the insurance, I called the agency. The agency told me that I have to call you guys so you guys can put a stop to it, and I did. I spoke to a person and they said that, okay, they'll cancel it, there wouldn't be no more deductions on my check. Then it happened for the second time, I called again and they had me email you guys my pay stub, a sub showing that, you know, money was taken out and everything for the second time. I did. Now I'm checking my pay stub again for tomorrow and it's being taken out again, after I was told twice that it wasn't supposed to happen. So now, like, I don't know what's really going on, 'cause now it's kind of aggravated me that I've been told twice it's not gonna happen and this is the third time now it's happened.

Speaker speaker\_1: Okay. So, um, may I have the last four digits of your Social and the name of the staffing agency you work for so I can pull up the file?

Speaker speaker\_2: Yeah. The name- yeah, the- the- the name of the agency is called Work Smart and my last four of my Social is 0229.

Speaker speaker\_1: Thank you. Zero, two, nine. And you said the last four... Okay, I'm sorry, it's 0229, right?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Mr. Ru- Ruiz, for security reasons-

Speaker speaker\_2: Correct.

Speaker speaker\_1: ... just to make sure that we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: My date of birth is November 5, 1978. My address, 198 Rollingwood Drive, Lyman, South Carolina, 29265.

Speaker speaker\_1: Thank you for the information. We have the telephone number on file, 864-785... I'm sorry, 765-5420 and ru-

Speaker speaker\_2: Correct.

Speaker speaker\_1: ... igel1978@gmail.com.

Speaker speaker\_2: You speak Spanish?

Speaker speaker\_1: Senor.

Speaker speaker\_2: Oh, okay. Yeah.

Speaker speaker\_1: I think-

Speaker speaker\_2: 'Cause you said my name right.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I see here that we only have received one deduction, and it was last week. Um, so when you canceled, did they tell you that it would take til one to two weeks for all the changes could be canceled, right?

Speaker speaker\_2: No.

Speaker speaker\_1: That you-

Speaker speaker\_2: They didn't tell me none of that.

Speaker speaker\_1: That's fine?

Speaker speaker\_2: They didn't tell me none of that. When I called the first time, when I called the first time, they say, well, being that they already deducted the first time, you know, that I would not get that money back if they already did. So they say, "Okay, now we gotta go through a process. We get, we need some information from you and we'll put a stop to it." I said, "Okay, let's do this." So they verified the information, they asked me, I gave them, whatever, and they said, "Okay, good. You're good now. It's not gonna be no more deductions." Then the, and the second time, I went to my pay stub on my app and actually it was taking money out again, so I called again. Well, first I called the agency and the agency said that they have nothing to do with that, the insurance does. So I call you guys again and I explained what's happening, that they, that's when they asked me, for me to send them, you know, a picture of my pay stub, the whole full pay stub, and I did, right? Now, uh, I checked my pay stubs and it's showing, you know, minus \$16 whatever that you guys taking out, uh, uh, a week.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Again, for the third time. They never told me about that I have to wait two weeks, none of that, because, you know, I'm not rich. I don't get paid a lot of money, and then \$16 is \$16, and that's three times so far, so, you know-

Speaker speaker\_1: I- I completely understand.

Speaker speaker\_2: ... I don't know.

Speaker speaker\_1: Let me put you in a brief hold so our comp-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... because we don't have access to your payroll. We send the information-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... to your employer and they should take it from there to stop the, um, taking the money out. Um, let me see. You said this is your third time, right?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: Okay. Bear with me. Let me double check on that, please.

Speaker speaker\_2: Okay. Hey, put that on audio. What the fuck?

Speaker speaker\_1: Hey, baby.

Speaker speaker\_2: Hey, put that on audio. What the fuck?

Speaker speaker\_1: Hey, Maurice?

Speaker speaker\_2: Yes?

Speaker speaker\_1: Okay. So we're going to need you to send a payroll, um, pay ex- for, for the deduction of this week, because it's not reflecting here on us. It's not showing that we receive it. Um, are you able to send it? Do you, do you still have that email where you sent the first one?

Speaker speaker\_2: Yeah. I still got the s- the first email when the guy told me to send him the, the picture for last week.

Speaker speaker\_1: Uh-huh. Mm-hmm.

Speaker speaker\_2: Yeah, I still got that, that email, so I... That's the one you want me to resend?

Speaker speaker\_1: Okay. They need to... Yeah. No, I need you to resend this week, the one that you just showed the, um, the deductions.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Because we do, we did see the one there, but now you saying you getting another one. So can you send...

Speaker speaker\_2: Right.

Speaker speaker\_1: All the pay stub that you have seen it, so that way we could, um, make sure, 'cause here in our sy- in our system, it's only showing one and you're saying you got three, right?

Speaker speaker\_2: Right.

Speaker speaker\_1: So, we want to make sure that the ones that you've seen doesn't fall on the week you say you were supposed to be on the process of the cancellation. 'Cause like I said-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's only showing one in our system and in order for us to see it, you have to send us the, uh, the pay stubs.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Like, um, we don't have access to your payroll.

Speaker speaker\_2: Well, okay, I can do that, but I can send you all three of them right now, the email, but then what's going to happen after that? Because after the same-

Speaker speaker\_1: But then we have to send it to the back of the house. They will figure out why you-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... will receive, wh- why you getting those, um, extras deductions if they don't fall within-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... the process of the cancellation. I will reach out-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... to you after, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... they give me the, the answer and then we could take it from there.

Speaker speaker\_2: Okay, so, so you want me to send the payroll, that'd be the pay stubs to the same email?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: That I got? Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. I'll do that right now.

Speaker speaker\_1: Yeah, put in the last four digits of your social and the name of the staffing agency, so we could f- find your fi... I mean, not me, but the person who-

Speaker speaker\_2: Yeah, that's in the payroll.

Speaker speaker\_1: ... is sending you the paycheck.

Speaker speaker\_2: All that information is in the pay- pay stub.

Speaker speaker\_1: No, no, but I mean, on the subject of your email.

Speaker speaker\_2: Oh, okay. On the subject, okay.

Speaker speaker\_1: Yeah, so-

Speaker speaker\_2: So, you want my-

Speaker speaker\_1: ... ask for your social-

Speaker speaker\_2: ... Landmark- uh-huh.

Speaker speaker\_1: ... and then, um, the name of the staffing agency which is WorkSmart.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, so allow me-

Speaker speaker\_2: Okay. Oh, I'll do that right now.

Speaker speaker\_1: ... 24 to 72 hours for them to go over it. They will contact your employer if it's necessary and after I get, um, a resolution or an answer, um, I'll get back to you. Is, there is an- any-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... specific time to call you?

Speaker speaker\_2: No, you can call me anytime.

Speaker speaker\_1: Okay. So, I will be giving you a call, I'm Pamela, and-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... as soon as I get a answer after we receive the, the payment, I mean, sorry, the pay stub.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Anything else I could do for you, Mr. Ruiz?

Speaker speaker\_2: Um, no. Okay, thank you.

Speaker speaker\_1: All right, thank you for calling us today. You have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.