

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Um, hi, Pamela. My name is Catina Robinson. I called yesterday 'cause I was trying to see when I was gonna get my cards. And, um, I've been having my money deducted out of my check since February 28th and I have not received any medical cards from y'all. May I have the last four digits of your Social and the staffing agency you work for, sir? Ma'am, you mean 5596- Mm-hmm. ... I know my voice sound a little deep. I just woke up. Mm, what's- And WSI. Okay. And, what was the name again? I'm sorry. WSI Workforce Strategies. And your name, sir? Catina Robinson. C-A-T-I-N-A Robinson. R-O-B-I-N-S-O-N. Okay. Miss Robinson, for security reason, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 239 Broadway Boulevard, Battle Creek, Michigan, 49037. Uh, let me just tell my date of birth, March 1st, 1974. Thank you for the information. We have a telephone number on file, 269-744-9207, and your email's your first name, 411974@gmail.com. Yes. All right. So, um, Miss Robinson, we have, it's not showing yet in our system the deductions that are being made to your payroll. Um, most likely it will show up next week. The benefits will start the following Monday after we receive the first premium. But it's not showing yet in our system. And after the next- We don't Okay, so it's, um... Okay, I have a question 'cause if it's been, been, been taken out since February 28th, why wasn't it showing in y'all's system? February 28th? Yeah. She said it's, yeah, I've been paying into this insurance since February 28th, so I don't understand why that wouldn't show up. Mm-mm. But in that case, what I need you to do is, um, I will send you, um, email with the instructions to send us copy of your pay stub so we could contact your employer, um, and see why we have not received those deductions. Okay. Yeah, 'cause something gotta happen 'cause I need, I need my medical card and y'all taking my money and I ain't getting no medical cards and I need specific medicine to keep me alive. And I, this ain't right. Okay. So the email will be coming from info@benefitsinacard. Check your spa- check your spam and junk mail. It might go there. Um, you could reply to that same email with the copies of your pay stub. All right. I'm, um, I'm glad I have copies of my pay stubs with me. All right. Um- So don't forget to check your spam and junk mail. Allow me like a minute or so for you to receive the email. Will do. All right. Thank you for giving us a call, ma'am. Yeah. Have a good rest of the day. Yeah.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Um, hi, Pamela. My name is Catina Robinson. I called yesterday 'cause I was trying to see when I was gonna get my cards. And, um, I've been having my money deducted out of my check since February 28th and I have not received any medical cards from y'all.

Speaker speaker\_0: May I have the last four digits of your Social and the staffing agency you work for, sir?

Speaker speaker\_1: Ma'am, you mean 5596-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... I know my voice sound a little deep. I just woke up.

Speaker speaker\_0: Mm, what's-

Speaker speaker\_1: And WSI.

Speaker speaker\_0: Okay. And, what was the name again? I'm sorry.

Speaker speaker\_1: WSI Workforce Strategies.

Speaker speaker\_0: And your name, sir?

Speaker speaker\_1: Catina Robinson. C-A-T-I-N-A Robinson. R-O-B-I-N-S-O-N.

Speaker speaker\_0: Okay. Miss Robinson, for security reason, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 239 Broadway Boulevard, Battle Creek, Michigan, 49037. Uh, let me just tell my date of birth, March 1st, 1974.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 269-744-9207, and your email's your first name, 411974@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So, um, Miss Robinson, we have, it's not showing yet in our system the deductions that are being made to your payroll. Um, most likely it will show up next week. The benefits will start the following Monday after we receive the first premium. But it's not showing yet in our system. And after the next-

Speaker speaker\_1: We don't

Speaker speaker\_3: Okay, so it's, um... Okay, I have a question 'cause if it's been, been, been taken out since February 28th, why wasn't it showing in y'all's system?

Speaker speaker\_0: February 28th?

Speaker speaker\_1: Yeah. She said it's, yeah, I've been paying into this insurance since February 28th, so I don't understand why that wouldn't show up.

Speaker speaker\_0: Mm-mm. But in that case, what I need you to do is, um, I will send you, um, email with the instructions to send us copy of your pay stub so we could contact your

employer, um, and see why we have not received those deductions.

Speaker speaker\_1: Okay. Yeah, 'cause something gotta happen 'cause I need, I need my medical card and y'all taking my money and I ain't getting no medical cards and I need specific medicine to keep me alive. And I, this ain't right.

Speaker speaker\_0: Okay. So the email will be coming from info@benefitsinacard. Check your spa- check your spam and junk mail. It might go there. Um, you could reply to that same email with the copies of your pay stub.

Speaker speaker\_1: All right. I'm, um, I'm glad I have copies of my pay stubs with me.

Speaker speaker\_0: All right.

Speaker speaker\_1: Um-

Speaker speaker\_0: So don't forget to check your spam and junk mail. Allow me like a minute or so for you to receive the email.

Speaker speaker\_1: Will do.

Speaker speaker\_0: All right. Thank you for giving us a call, ma'am.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Have a good rest of the day.

Speaker speaker\_1: Yeah.