

Transcript: Pearl

Rojas-4787625689923584-5693850300497920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist you with? My name is Steven Parsley. And how can I assist you, Mr. Parsley? Um, the last four of my social was 4544 and I just sent you guys an email with, uh, proof of my pay stub that you guys took money outta my paycheck so I can get my ID number for my, uh, for my medical. Okay. What's the name of the staffing agency you work for? Uh, Surge Staffing, London, Ohio. And the last, um, and you said the last four are 4544? Yeah. I called early. All right. I need to confirm your address and date of birth. Yeah, the address is, uh, 87 Tolan Street, London, Ohio. And your date of birth? 11/11/76. Okay, and I have your phone number at 614-551-2001? Yes. And I have your email address as steven.parsley413@gmail.com? Yes. All righty. So taking a look here, we did receive that check stub and it was, um, forwarded to our main office for further review. Um, so once, once they get back to the agent that originally sent you that email, you'll be reached out to, um, with further instructions. That process usually takes about 24 to 48 hours. All right. Could you have them send me an email when they get done? Because I, because my phone don't answer private calls. Um, unfortunately there's not a way to send you an email to let, um, to let you know. Hmm. Or, or have them send me a message when they call that phone number. We can... We're not able to send text messages either. They'll give you a call, um, and then if they, if you don't answer they'll leave you voicemail, but there's no way to send you like a text message or anything like that. All right. That's cool. All righty. Is there anything else I can assist you with? Nope. That's it. Thank you. Thank you so much for calling. You have a great day. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist you with?

Speaker speaker_2: My name is Steven Parsley.

Speaker speaker_1: And how can I assist you, Mr. Parsley?

Speaker speaker_2: Um, the last four of my social was 4544 and I just sent you guys an email with, uh, proof of my pay stub that you guys took money outta my paycheck so I can get my ID number for my, uh, for my medical.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Surge Staffing, London, Ohio.

Speaker speaker_1: And the last, um, and you said the last four are 4544?

Speaker speaker_2: Yeah. I called early.

Speaker speaker_1: All right. I need to confirm your address and date of birth.

Speaker speaker_2: Yeah, the address is, uh, 87 Tolan Street, London, Ohio.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/11/76.

Speaker speaker_1: Okay, and I have your phone number at 614-551-2001?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as steven.parsley413@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So taking a look here, we did receive that check stub and it was, um, forwarded to our main office for further review. Um, so once, once they get back to the agent that originally sent you that email, you'll be reached out to, um, with further instructions. That process usually takes about 24 to 48 hours.

Speaker speaker_2: All right. Could you have them send me an email when they get done? Because I, because my phone don't answer private calls.

Speaker speaker_1: Um, unfortunately there's not a way to send you an email to let, um, to let you know. Hmm.

Speaker speaker_2: Or, or have them send me a message when they call that phone number.

Speaker speaker_1: We can... We're not able to send text messages either. They'll give you a call, um, and then if they, if you don't answer they'll leave you voicemail, but there's no way to send you like a text message or anything like that.

Speaker speaker_2: All right. That's cool.

Speaker speaker_1: All righty. Is there anything else I can assist you with?

Speaker speaker_2: Nope. That's it. Thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Bye.