

Transcript: Sara

Marulanda-5504099591831552-5668966374227968

Full Transcript

Thank you for calling by making a card. My name is Sarah. May I have your name, please? Yes. Michael Passione. Hello, Mr. Passione. How may I help you? Well, um, I had to have, um, the Massachusetts Department of Revenue send an order of termination to your fax number. I just wanted to make sure you guys got it. Okay. Let me check that for you. Uh, what agency are you working with? Thank you. You're welcome. I work with BG Multifamily as a maintenance guy, and basically I'm trying to get BIC taken out of my paycheck, because it shouldn't be taken out anymore. That's why I sent the, um, Massachusetts Department of Revenue Child Support, sent the order of termination to your fax number. Okay. I've tried doing this before. That's why I want to make sure you guys actually got it this time. Okay. But I need to locate your account first, in order to, uh, find out that information. May I have the last four digits of your Social Security number? Yes. 9999. Passione. Okay, Mr. Passione. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. My address is 10 Abbotsford Street, Apartment Number 6, Boston, Mass 02121. And would you say my phone number? Your date of birth? Oh, date of birth. April 5, 1977. And is your email m.passione1977@gmail.com? Yes. And is your phone number 850-592-4013? No. It's 850-692-4013. Thank you very much. Give me a minute while I- Can you read that back to me? Sir? Can you read that phone number back to me, the updated phone number? 8-... 850-692-4013. Okay. Thank you. Okay. Give me just a minute while I review this information. Okay? I'm going to put you in a brief hold while I do that. Okay, sir? Okay, no problem. Thank you. Thank you. Hello, Mr. Passione? Yes. Thank you for waiting, sir. Okay, sir. Up to this moment, we have not received any email or a fax or anything from the court order. Um, I'm just wondering, are you sure they're going to send it to us first- Let me see if there were... Oh, jeez, I apologize. ... or your company? Sir? I'm sorry? Just asking you- That- ... i-... is you know if they gonna send it to us directly or if they're gonna send it to BGS Staffing first, then to us? They're going to send it to the fax number 855-899-5709, which I'm pretty sure is your fax number. Okay. Give me a minute. 855 what else? 899-5709. Okay. Let me check that for you. Give me a minute please. Thank you. You're welcome. Thank you. Hello, Mr. Passione? Hey. Thank you for waiting, sir. Okay, sir. That's not our fax number. Uh, Benefits in a Card- Huh? No. That's not our fax number. Our number is- Okay. ... 8- You know what? Let me email this to you. I've been trying to do this for, like, a year. For, like... I'm just trying to get you guys the stop order. Let me email it to you. Can I give you my, um... can I- Uh, okay, sir. Can I get your email address? Okay. Um, just to confirm with you, sir. Just to let you, uh, uh, um, know this. We cannot make any cancellations that are not coming directly from the court or the company. Even if you send us that document, eh, they're not going to stop it unless they come directly from either of those two places, or the court or the, the, the BGS Staffing. No. I have the court order on my email. I can just email it to you. Yes, sir. But I'm telling you, we cannot accept

anything that is not coming from the courts or BGS Staffing. Okay. So, so what... So you cannot accept anything from the court or the Massachusetts- Yes. ... Department of Revenue? Yes. We have to receive that or- We send your ... company. It has to be sent from the court or from BGS Staffing. Either one of them has be... send it to us. But we cannot accept anything from- Okay. ... any other place. Okay. What about the Massachusetts Department of Revenue's Child Support Division? Can you receive it from them? If they send it directly to us? I do think so. I'm not sure about that- Okay. ... but I do think so because this is a government. I mean, I'm just... Just make this possible for me, please? I've been trying to do this for a year. So you guys gave me the wrong fax number last time I called. Um, so what is the correct fax number? It is 877-618-3674. That's BIC fax number. Okay. So 877-618-3674? Yes, sir. And there is another- They can... Sir. Um, and if they can send it by email, uh, to faxingbenefitsinacard.com. All right. Thank you. Okay, sir.

Conversation Format

Speaker None: Thank you for calling by making a card. My name is Sarah. May I have your name, please? Yes. Michael Passione. Hello, Mr. Passione. How may I help you? Well, um, I had to have, um, the Massachusetts Department of Revenue send an order of termination to your fax number. I just wanted to make sure you guys got it. Okay. Let me check that for you. Uh, what agency are you working with? Thank you. You're welcome. I work with BG Multifamily as a maintenance guy, and basically I'm trying to get BIC taken out of my paycheck, because it shouldn't be taken out anymore. That's why I sent the, um, Massachusetts Department of Revenue Child Support, sent the order of termination to your fax number. Okay. I've tried doing this before. That's why I want to make sure you guys actually got it this time. Okay. But I need to locate your account first, in order to, uh, find out that information. May I have the last four digits of your Social Security number? Yes. 9999. Passione. Okay, Mr. Passione. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. My address is 10 Abbotsford Street, Apartment Number 6, Boston, Mass 02121. And would you say my phone number? Your date of birth? Oh, date of birth. April 5, 1977. And is your email m.passione1977@gmail.com? Yes. And is your phone number 850-592-4013? No. It's 850-692-4013. Thank you very much. Give me a minute while I- Can you read that back to me? Sir? Can you read that phone number back to me, the updated phone number? 8-... 850-692-4013. Okay. Thank you. Okay. Give me just a minute while I review this information. Okay? I'm going to put you in a brief hold while I do that. Okay, sir? Okay, no problem. Thank you. Thank you. Hello, Mr. Passione? Yes. Thank you for waiting, sir. Okay, sir. Up to this moment, we have not received any email or a fax or anything from the court order. Um, I'm just wondering, are you sure they're going to send it to us first- Let me see if there were... Oh, jeez, I apologize. ... or your company? Sir? I'm sorry? Just asking you- That- ... i-... is you know if they gonna send it to us directly or if they're gonna send it to BGS Staffing first, then to us? They're going to send it to the fax number 855-899-5709, which I'm pretty sure is your fax number. Okay. Give me a minute. 855 what else? 899-5709. Okay. Let me check that for you. Give me a minute please. Thank you. You're welcome. Thank you. Hello, Mr. Passione? Hey. Thank you for waiting, sir. Okay, sir. That's not our fax number. Uh, Benefits in a Card- Huh? No. That's not our fax number. Our

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