

Transcript: Sara

Marulanda-5798816241893376-6667087484764160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Hi, this is Caitlin Alvarado. I'm sorry. I barely can hear you. Can you repeat that for me? Caitlin Alvarado. Alvarado? Yeah, Caitlin Alvarado. Caitlin Alvarado. Okay, ma'am. How may I help you? Uh, I applied for the benefits. Okay. Um... Okay, let me check. Let me check that for you. May I have the name of the agency that you are working with and the last four of your Social, please? Um, I don't know which one I'm working. I was working with McDonald's and- No, but- But, yeah. What I need is the name of the temporary agency, the staffing. Oh, I'm not sure. Well, I'm going to need that information because we work with many different, uh, temporary agencies or staffings. So I'm going to need the name of the staffing and the last part of your Social to locate you on the system. Um. Okay. Okay, on your pay stubs, uh, you see the company that the pay, uh, staff came from, like the one that signs your paycheck? Yeah. Um, it was called, um... I'm not sure. I forgot what it was called, so.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Hi, this is Caitlin Alvarado. I'm sorry. I barely can hear you. Can you repeat that for me? Caitlin Alvarado. Alvarado? Yeah, Caitlin Alvarado. Caitlin Alvarado. Okay, ma'am. How may I help you? Uh, I applied for the benefits. Okay. Um... Okay, let me check. Let me check that for you. May I have the name of the agency that you are working with and the last four of your Social, please? Um, I don't know which one I'm working. I was working with McDonald's and- No, but- But, yeah. What I need is the name of the temporary agency, the staffing. Oh, I'm not sure. Well, I'm going to need that information because we work with many different, uh, temporary agencies or staffings. So I'm going to need the name of the staffing and the last part of your Social to locate you on the system. Um. Okay. Okay, on your pay stubs, uh, you see the company that the pay, uh, staff came from, like the one that signs your paycheck? Yeah. Um, it was called, um... I'm not sure. I forgot what it was called, so.