Transcript: VICTORIA Taylor-5436682709450752-5667421522706432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, how you doing, Miss Victoria? My name is Miguel Ruiz. Um, I, I just had a phone call from this number. Uh, I guess the guys that left me a message was, his name is Justin. Okay. Um- And he left me a message and he told me to return his phone call. Okay. Let me pull up your file and see what's going on. What's the name of the agency- Okay. ... you work for? Uh, Work Smart. And the last four of your Social? 0229. Okay. And your first and last name? Miguel Ruiz. Do you mind verifying your address and date of birth? Yes, my date of birth is November 5th, 1978. My address is 198 Rollingwood Drive, Lyman, South Carolina 29365. Phone number, 864-765-5420? All right. And then email is gonna be last name, uh, middle name, first name, 1978 at gmail.com? All right. Okay. So it looks like the pay stub that you sent to us, we actually need you to resend it to where it shows the full- Okay. ... pay stub and the, um, the check date. Okay. All right. That's weird because I downloaded that today. This morning, I downloaded all that today. Okay, so the, uh, send you the actually pay stub to the email, the same email, right? Yes, sir. Just make sure it's a clear picture to where we can see the full pay stub, including the pay date on it, um, and then we- Okay. ... can further investigate it from there. Okay. I'll do that right now. All righty. Did you need help with anything- Thank you. ... else? No, that's it. Okay. You have a wonderful day. Thank you. You too. Thank you. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yes, how you doing, Miss Victoria? My name is Miguel Ruiz. Um, I, I just had a phone call from this number. Uh, I guess the guys that left me a message was, his name is Justin.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: And he left me a message and he told me to return his phone call.

Speaker speaker_1: Okay. Let me pull up your file and see what's going on. What's the name of the agency-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you work for?

Speaker speaker_2: Uh, Work Smart.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0229.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Miguel Ruiz.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes, my date of birth is November 5th, 1978. My address is 198 Rollingwood Drive, Lyman, South Carolina 29365.

Speaker speaker_1: Phone number, 864-765-5420?

Speaker speaker_2: All right.

Speaker speaker_1: And then email is gonna be last name, uh, middle name, first name, 1978 at gmail.com?

Speaker speaker_2: All right.

Speaker speaker_1: Okay. So it looks like the pay stub that you sent to us, we actually need you to resend it to where it shows the full-

Speaker speaker_2: Okay.

Speaker speaker_1: ... pay stub and the, um, the check date.

Speaker speaker_2: Okay. All right. That's weird because I downloaded that today. This morning, I downloaded all that today. Okay, so the, uh, send you the actually pay stub to the email, the same email, right?

Speaker speaker_1: Yes, sir. Just make sure it's a clear picture to where we can see the full pay stub, including the pay date on it, um, and then we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... can further investigate it from there.

Speaker speaker_2: Okay. I'll do that right now.

Speaker speaker_1: All righty. Did you need help with anything-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.