

## **Transcript: VICTORIA**

**Taylor-6048133641879552-6131946908762112**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accrue. This is Victoria. How can I help you? Hello. My name is Lucia Chambers. I received an unidentified text message from this phone number, who I presume is a scammer. Um, and I'm just curious to know, because it's an 800 number instead of an 888, if you are a scammer and if I should report you to the police. So we're benefits administrators if you happen to work through, like, a staffing or temp agency. So it's not a scam. So you're really legitimate then? Yes, ma'am. I get- We work for multiple staffing agencies. Oh, that's a relief. I get so much junk mail and scammer attempts and all kinds of junk. So when I get an unidentified, it's like, "There was a lapse in coverage the last two weeks due to a missed payroll." It's so typical of a phishing message. You know what I mean? So immediately all the red lights and sirens go off in my head. Okay. At least I know who you are. Um, I'll, I'll add you to my, uh... Oh, you know what it is? It's an 864 number, which could be... You guys, really, when you send out a text message, you ought to say, "This is..." I don't know, identify it or something. Because it looks really fishy. All right. Um, so I will deal with this through the staffing firm. Thank you so much for identifying. I appreciate the help. Yes, ma'am. Have a good day. You too.

### **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 Accrue. This is Victoria. How can I help you?

Speaker speaker\_2: Hello. My name is Lucia Chambers. I received an unidentified text message from this phone number, who I presume is a scammer. Um, and I'm just curious to know, because it's an 800 number instead of an 888, if you are a scammer and if I should report you to the police.

Speaker speaker\_1: So we're benefits administrators if you happen to work through, like, a staffing or temp agency. So it's not a scam.

Speaker speaker\_2: So you're really legitimate then?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: I get-

Speaker speaker\_1: We work for multiple staffing agencies.

Speaker speaker\_2: Oh, that's a relief. I get so much junk mail and scammer attempts and all kinds of junk. So when I get an unidentified, it's like, "There was a lapse in coverage the last two weeks due to a missed payroll." It's so typical of a phishing message. You know what I mean? So immediately all the red lights and sirens go off in my head. Okay. At least I know who you are. Um, I'll, I'll add you to my, uh... Oh, you know what it is? It's an 864 number, which could be... You guys, really, when you send out a text message, you ought to say, "This is..." I don't know, identify it or something. Because it looks really fishy. All right. Um, so I will deal with this through the staffing firm. Thank you so much for identifying. I appreciate the help.

Speaker speaker\_1: Yes, ma'am. Have a good day.

Speaker speaker\_2: You too.