

Transcript: Chris Sofield

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Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Janiya Daniels? Speaking. Hi, Ms. Daniels. This is Chris with Benefits and A Card calling on behalf of TRC Staffing. Uh, we spoke yesterday? Yes. How are you? Hi, uh, before we... doing, uh, hello. How are you doing today? I'm good. How are you? I'm doing well. Uh, before we continue, the call is being recorded for quality assurance and training purposes. Um, I'm calling regarding our conversation yesterday, uh, where we had seen that there seemed to be a, uh, an, uh, like a, a discrepancy in how much was coming out of your, uh, check for your deductions. Yes. Okay. So, um, I was calling to let you know that we did get your... we did get the screenshot you sent in. Mm-hmm. However, it's, it's incomplete. Where we s- where the deductions section starts and we see, like, the dental, life, medical, all of that, um, this, uh, it's, it's cut off. We can't see anything other than just what, like, the, the description of the deductions. We can't see the actual amounts and we can't see, uh, what all, everything that we need to see. I was calling to see if you could, uh, try to just send us over another, another copy of that pay stub, um, with, with the entire page showing so we, so we're able to properly review it. Yes. Yeah, I can. I don't know why it's not letting me... I don't know why I did that. Okay. I'll re- I'll resend it. Okay. Yeah, that's, that's all I needed to reach out f- uh, to you about. All right. Okay, I'll do it now. All right. Once we get that, we'll review it again and we'll take a look at it to see what's going on with that. Okay. Thank you. You're welcome. Thanks for taking the time to speak with me. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Hello, good afternoon. Can I speak with Janiya Daniels?

Speaker speaker_1: Speaking.

Speaker speaker_2: Hi, Ms. Daniels. This is Chris with Benefits and A Card calling on behalf of TRC Staffing. Uh, we spoke yesterday?

Speaker speaker_1: Yes. How are you?

Speaker speaker_2: Hi, uh, before we... doing, uh, hello. How are you doing today?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: I'm doing well. Uh, before we continue, the call is being recorded for quality assurance and training purposes. Um, I'm calling regarding our conversation yesterday, uh, where we had seen that there seemed to be a, uh, an, uh, like a, a discrepancy in how much was coming out of your, uh, check for your deductions.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. So, um, I was calling to let you know that we did get your... we did get the screenshot you sent in.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: However, it's, it's incomplete. Where we s- where the deductions section starts and we see, like, the dental, life, medical, all of that, um, this, uh, it's, it's cut off. We can't see anything other than just what, like, the, the description of the deductions. We can't see the actual amounts and we can't see, uh, what all, everything that we need to see. I was calling to see if you could, uh, try to just send us over another, another copy of that pay stub, um, with, with the entire page showing so we, so we're able to properly review it. Yes.

Speaker speaker_1: Yeah, I can. I don't know why it's not letting me... I don't know why I did that. Okay. I'll re- I'll resend it.

Speaker speaker_2: Okay. Yeah, that's, that's all I needed to reach out f- uh, to you about. All right.

Speaker speaker_1: Okay, I'll do it now.

Speaker speaker_2: All right. Once we get that, we'll review it again and we'll take a look at it to see what's going on with that.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: You're welcome. Thanks for taking the time to speak with me. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_2: Bye-bye.