

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Sarah Beaming. I just called there about my insurance and I talked to a lady, and she said that they haven't gotten a payment yet. I don't know how the confusion happened, but I was wondering if I could make that payment personally to you guys to get an ID number. So, I have to look in your file to see if I would be able to do that. Um, what staffing agency is it? It's, um, Time Services. Okay. Give me one second. Time Staffing? Yes. I'm sorry. I'm sorry. Yes. Time Staffing. And then, what are the last four of your social? 9964. First and last name, please. Sarah Beaming. For security purposes, can you verify your address and date of birth? Um, 806 Napoleon Road, Bowling Green, Ohio, 43402. My birthday is 3-19-1986. 419-60-10835 is your phone number? 419-601-0835. Yes, ma'am. Um, ma'am, I wouldn't be able to do that. Unfortunately, the staffing agency has to be the first one to do the deduction from your paycheck for the plans to become active. So unfortunately, you would have to wait for them to do the first deduction from your paycheck, specifically out of your paycheck. I wouldn't be able to take a direct payment. Oh, okay. Thank you. I'm sorry. Have a nice day. Yup. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Sarah Beaming. I just called there about my insurance and I talked to a lady, and she said that they haven't gotten a payment yet. I don't know how the confusion happened, but I was wondering if I could make that payment personally to you guys to get an ID number.

Speaker speaker_0: So, I have to look in your file to see if I would be able to do that. Um, what staffing agency is it?

Speaker speaker_1: It's, um, Time Services.

Speaker speaker_0: Okay. Give me one second. Time Staffing?

Speaker speaker_1: Yes. I'm sorry. I'm sorry. Yes. Time Staffing.

Speaker speaker_0: And then, what are the last four of your social?

Speaker speaker_1: 9964.

Speaker speaker_0: First and last name, please.

Speaker speaker_1: Sarah Beaming.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, 806 Napoleon Road, Bowling Green, Ohio, 43402. My birthday is 3-19-1986.

Speaker speaker_0: 419-60-10835 is your phone number?

Speaker speaker_1: 419-601-0835.

Speaker speaker_0: Yes, ma'am. Um, ma'am, I wouldn't be able to do that. Unfortunately, the staffing agency has to be the first one to do the deduction from your paycheck for the plans to become active. So unfortunately, you would have to wait for them to do the first deduction from your paycheck, specifically out of your paycheck. I wouldn't be able to take a direct payment.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: I'm sorry. Have a nice day.

Speaker speaker_1: Yup. Mm-hmm. Bye.