

Transcript: Estefania

Acevedo-5426895771975680-5529356511789056

Full Transcript

Your call has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. Kathy Nash. Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five. Hey, good afternoon, Ms. Nash. I'm calling from Benefits and Card on behalf of Mannequin. Um, I'm calling because we spoke on the 30th regarding you sending your pay stubs to us, because you believed that you were double charged. So finally, the main office did get back to me and they actually informed me that those two pay- pay stubs were for two different time periods and two different weeks. So it looks like it was applied for the week of January 13. And give me one second. So it was applied for January 13 up until January 19, which that's Monday through Sunday. And then, it was also applied from January the 20th up until the 26th. So those two charges were for two different weeks and two different pay periods, so that's why you were seeing that. Um, so it looks like you weren't double charged. I was just calling you to, like, clarify that, that for those two different, um, d- deductions that you're seeing is for two different pay periods and two different weeks. Again, for January thir- 13 up until the 19, and January 20th up until the 26th. Um, so I was just calling to clarify that, and to let you know what the main office did, um, inform me. If you have any questions, you're welcome to call us at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. Thank you.

Conversation Format

Speaker speaker_0: Your call has been forwarded to an automated voice messaging system.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Kathy Nash.

Speaker speaker_0: Is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To leave a callback number, press five.

Speaker speaker_3: Hey, good afternoon, Ms. Nash. I'm calling from Benefits and Card on behalf of Mannequin. Um, I'm calling because we spoke on the 30th regarding you sending your pay stubs to us, because you believed that you were double charged. So finally, the main office did get back to me and they actually informed me that those two pay- pay stubs were for two different time periods and two different weeks. So it looks like it was applied for the week of January 13. And give me one second. So it was applied for January 13 up until January 19,

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