

## Transcript: Estefania

**Acevedo-6226260749238272-5869473655209984**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Joanne, hi. I'm just calling, um, because I called in last Monday and they told me that I was, um, between active and inactive for some reason, or I got switched from active to inactive, or I was like in an in- in an in-between state, and I should have all my benefits active by- Hmm. ... last Friday. Let me open your file because I don't think there's something like inactive or an active. Let me just look at it. What staffing agency- Okay, perfect. ... do you work for? I work for North Staffing Group. Okay. And then what are the last four of your Social? Um, it's going to be 7226. Okay, give me one second. Yes. They just told me to call today to double-check, and I tried- Okay. ... to activate it online, um, through the link and it still says, "Nothing found." But it's- Mm-hmm. ... been charging my, um, like it's coming out of my paycheck every month, so. Okay. Um, for security purposes, can you verify your address and date of birth? Yes. Um, date of birth is December 4th, 1999. Um, address is 3419 Broadway, Apartment 7, New York, New York, um, 10027. Okay. And then I have 415-305-2658? Yep. Okay. All right, let me see. Let me review your account real quick. Okay, perfect. Thank you. Okay. So it looks like, um, for last week of the 10th through the 16th, that week wasn't covered. So we didn't receive a deduction- Okay. ... for that week, and then for this week, it's saying that you're not active also, um, for the week of the 17th till the 23rd. So still, we're still waiting on receiving a ded- if your question was if you're active for this week, we're still waiting on receiving a deduction from your staffing agency. Okay, that's interesting. Um... Mm-hmm. 'Cause it's been taken out of my paycheck and it was for the past, yeah, for the past couple of paychecks, so I'm confused on is there a way I can... So- Is it, like, the same for all NOIR, um, employees, that is coming up? Hmm, no. It should not be like that. So something must be going on. Um, if you're saying that you're seeing deductions, I'm gonna send you a email that's gonna request those documents and if- Okay. ... and if they are seeing that for this insurance, I'm pretty sure they're gonna help you out. They're gonna fix that. Um, but if you're saying that you see those deductions that I'm not seeing, then I am gonna have to send you those documents requesting- Okay. ... um, because it looks like you weren't active also for the 10th through the 16th, nor the 24th, nor the s- from the- Okay. From February 24th up until March 2nd, you weren't active either. Okay, interesting. And then, um, as well as for the 10th through the 16th, it's saying that you weren't active and then for this week- Okay. ... you're not showing up active either. But I'm still enrolled in the system as- Yes. ... to have these. Okay. Yeah, correct. The only thing about this is by the fifth week, that they don't specifically get a deduction out of your paycheck. Um, like, the plan goes into something called COBRA, which cancels it out. But that's by the fifth week. That they don't get a deduction out of your paycheck. But if you're saying that you're seeing deductions on these weeks- Mm-hmm. ... that, um, I'm seeing that you're not covered, I would send those

documents over. Okay. So, um, what is the process of sending those documents over and how long does it take- So it typically takes, like, 20- ... to get those? They typically take, like, 24 hours for them to, um, reach back out. And they'll tell, they'll let me know and most likely I'll be giving you a call back, letting you know if that deduction is for us. Because yeah, you're in the red right now. Okay, yeah. That's what, that's what wasn't... Yeah, it wasn't making sense 'cause there, last week, um, I called you guys and somebody told me that- They said the same thing. No, they said that this week, by, it says it's looking like it will be active by the end of this, by the end of last week. And then so they're like, "Try to call again Monday just to make sure, like, everything goes through." And then- Mm-hmm. ... I checked again Monday online and it says it's not showing up. So I'm, yeah, it just was a little confusing. And then you said that you're seeing the deductions though, right? In the- Yeah. ... past few weeks? Okay, so yeah. I'm gonna send you those documents requesting your pay stubs and they're gonna review it. And like I said, it takes, like, 24 hours, so most likely I'll contact you by tomorrow. Yes. Um, it's, yeah. It- Is this the G-P-H-A-I-I-I-I-I-I-I? Is it five I's? It's, yeah, six I's. Sorry. Um... It's okay. Or you can send it to my regular, my, like, my work email. Sorry. Um, which is... What is, what is it? JThai, T-H-A-I, @nsgdoe.com. Ooh, say that again. J-T-H-I@... T-H-A-I. Mm-hmm. At nsgdoe.com. Okay, thank you. That was T-H-A-I@ nsgdoe.com? Mm-hmm. Yes. If you forward that, um, once you send it, I can double-check if it's- Okay. ... uh, in my inbox as well. Um, could I also get your name, um, just so I can, when I, if I do call back and it doesn't end up, I don't hear from them, could I request to speak to you? 'Cause I feel like I haven't really gotten- Yeah, that's, um... Yeah, that's fine. ... any answers. So that- Yeah, you can. Um, while I send you that, can I put you in a repo while I forward that towards, to you? Yes, of course. Okay, I'll be right back. Okay. Oh my god, I'm so sorry. Your email did not get saved. Can you give me your email again? Um, yes. JThai, T-H-A-I. @nsgcoe.com. Mm-hmm. All right, let me save that 'cause it did not save earlier. Um, I'm gonna go ahead and send you that. Do you mind verifying, um, that you received that email that I'm gonna send to you? And I was also gonna tell you that I'mma email the main office regarding the week of the 3rd to 9th, um, because I believe they did do a deduction for that week. Okay. But they didn't take enough money out. I think they only took half. So something went wrong with that week. I'm gonna just go ahead and email them about that, so I can... they can let you know what happened for the week of the 3rd to the 9th. And I'mma definitely, um... once you send that, they'll review it and then they'll let me know as well, um, 'cause I may not- Okay, perfect. ... have asked to do that. Um, I just wanted to let you know about that and then I also went ahead and sent you that email. So I would- Okay. Perfect. ... just put any pay stubs that you see, that they deducted. I would just send them all- Okay. ... and be honest. Could I just... 'cause it comes to me as an email, not a PDF. Is there a way I can just forward this email to, to them? Yes. That's fine. Okay. Um, 'cause I can do that and then... or, like, create like an email thread for that, um, and... Yeah. As long as you send it over, um... Mm-hmm. ... to that email, then you should be fine. Okay. And then I'm pretty sure I'll be contacting- Okay. ... I'll be the one calling you. All right. Perfect. Um, what was your name again? Just so I don't mess it and, um, if- Mm-hmm. Yeah. Mm-hmm. It's Stephanie. Oh, Stephanie. Sorry. I'mma fl- I apologize. I'm... it's been a hot work day. Um... No, you're fine. I- Yeah. ... appreciate you so, and for- You're welcome. ... helping me out with this. Yeah, no problem. So yeah, that's all, all you really have to do is send your pay stubs over and then they'll review it and see if they see those deductions and they'll tell me and then I'll give you a call. Um, I'll follow up with you.

Mm-hmm. And then- Is there a way- ... I'll send that to the main office as well, regarding that week. Okay. Perfect. If... so if this isn't, let's say, like resolved, will this... I'm still enrolled in these benefits- Mm-hmm. ... like they should be? Get, like they should be, like NOR should be pulling out this every month, or every... 'cause we get paid biweekly, so they should be pulling it out of my paycheck biweekly. Correct. Mm-hmm. Um, and res- eventually. Okay. I just wanted to make sure. Well, as lo- as long as you, they... so let's say that they do see that you're active, um, that they did take the deductions, then obviously you're gonna be active for those weeks. Just I- just for future reference, let's say you go on a vacation for two months. Mm-hmm. By the fifth week that they don't get a deduction specifically out of your paycheck, it doesn't matter if you called for four weeks straight to make a direct payment. By the fifth week that they don't get a deduction out of your pay- out of your check, um, the plan gets canceled by the fifth week of no deductions taken out of your paycheck. Got it. Okay. But even if I'm pa- doing a direct payment for- Correct. ... the- Correct. Even... It doesn't matter if you call and make those four payments for four, for, for those four weeks straight. I'm not really sure. I guess, since... for you to keep your plan active, they want the deduction out of your check. So even if you called for four weeks straight to make a direct payment with your card, by that fifth week, the plan would get canceled since they didn't get a deduction by that fifth week out of your paycheck. Now, let's say- Okay. ... for four weeks, um, they don't, you don't call nor make payments, but by the fifth week, they get a deduction out of your check, you're still gonna have active coverage because by that fifth week they did a deduction out of your paycheck. Right. So I think the only reason why I think this has been, like a whole whirlwind of things is because I think NOR recently switched from EFCMEC to, like to your company. Yeah. Mm-hmm. The card. RAG. And I'm not sure, like what happened with the transfer, um, but yeah, that's why I was wondering, um, about it, so you need to- Yeah, but you should be fine. Whenever you send those pay stubs and they see, um, if it is deductions that we should have been receiving, then they're gonna fix it in there and, um. And like I said, they're pretty good at call- like working on it pretty quick. But most likely it'll be tomorrow that I, um, call you. Okay. So- 'Cause I am going to send that email about that week also 'cause the week of the 3rd and the 9th, something happened there. Um, I'm not really able to see what, so I have to contact the main office either way. Okay. So they're gonna be definitely reviewing your stuff, whenever I send that email and whenever- Okay. Good. ... you send us your stuff too. Okay, perfect. Thank you so much. I don't see the e-mail that you sent. Um- Can you also check your junk and spam? Sometimes- Yeah. ... it sends it there. It should come from an e-mail that says [info@benefitsinacar.com](mailto:info@benefitsinacar.com). Categories, promotions, nope. Um, it should come from... [Info@benefitsinacar.com](mailto:Info@benefitsinacar.com). And then, it was J, as in James, T as in Tom, H as in Heather, A as in Apple. Mm-hmm. I as in ice cream, at- Mm-hmm. ... N as in Nancy, C as in Charlie, G as in Girl- Um, it's... Sorry. It's not, um, C, but S, like as in snake. Oh, okay. So- Yeah. ... N as in Nancy, Sam as in Sam, G as in Girl- Uh-huh. ... D as in Dog- Yep. ... O as in Office, E as in Echo.com? Yep, yep. Okay. Absolutely. I put a C. No worries. I knew, I was like, I wanted to just double-check just in case. Um. No, you're fine. Yeah. Okay. Give me one second. Let me send that one more time. Okay, perfect. Thank you so much. Mm-hmm. All right. Can you check to see if you received it, please? Yes. Absolutely. Um, I'm refreshing now. Hmm, I did receive it. Perfect. Um, so I'm going to send it to the [info@benefitsinacar.com](mailto:info@benefitsinacar.com)- Correct. ... the pay stubs, um, that I receive. Yes, ma'am. Mm-hmm. Perfect. And then they'll review it- I'm with- ... and they'll let me know, and then I'm gonna go ahead and send that e-mail regarding

that link as well. And since I'm the one sending you all these stuffs, uh, I'm pretty sure I'm gonna be the one that's gonna contact you, 'cause they usually- Okay. ... reach back out to me and then I'll just end up calling the members back. All right, perfect. Um, if I end up, you calling me during your time at work and I don't answer- Mm-hmm. I'll leave you a voice message or send you an e-mail. Okay, perfect. And then I'll, um... Yeah. That's, that's amazing. Thank you so much for your time. You're welcome. Have... Yes, ma'am. Have a great rest of your night. Thank you. You too. Have a nice day. 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. This is Joanne, hi. I'm just calling, um, because I called in last Monday and they told me that I was, um, between active and inactive for some reason, or I got switched from active to inactive, or I was like in an in- in an in-between state, and I should have all my benefits active by-

Speaker speaker\_0: Hmm.

Speaker speaker\_1: ... last Friday.

Speaker speaker\_0: Let me open your file because I don't think there's something like inactive or an active. Let me just look at it. What staffing agency-

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: ... do you work for?

Speaker speaker\_1: I work for North Staffing Group.

Speaker speaker\_0: Okay. And then what are the last four of your Social?

Speaker speaker\_1: Um, it's going to be 7226.

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_1: Yes. They just told me to call today to double-check, and I tried-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... to activate it online, um, through the link and it still says, "Nothing found." But it's-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... been charging my, um, like it's coming out of my paycheck every month, so.

Speaker speaker\_0: Okay. Um, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yes. Um, date of birth is December 4th, 1999. Um, address is 3419 Broadway, Apartment 7, New York, New York, um, 10027.

Speaker speaker\_0: Okay. And then I have 415-305-2658?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All right, let me see. Let me review your account real quick.

Speaker speaker\_1: Okay, perfect. Thank you.

Speaker speaker\_0: Okay. So it looks like, um, for last week of the 10th through the 16th, that week wasn't covered. So we didn't receive a deduction-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for that week, and then for this week, it's saying that you're not active also, um, for the week of the 17th till the 23rd. So still, we're still waiting on receiving a ded- if your question was if you're active for this week, we're still waiting on receiving a deduction from your staffing agency.

Speaker speaker\_1: Okay, that's interesting. Um...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 'Cause it's been taken out of my paycheck and it was for the past, yeah, for the past couple of paychecks, so I'm confused on is there a way I can...

Speaker speaker\_0: So-

Speaker speaker\_1: Is it, like, the same for all NOIR, um, employees, that is coming up?

Speaker speaker\_0: Hmm, no . It should not be like that. So something must be going on. Um, if you're saying that you're seeing deductions, I'm gonna send you a email that's gonna request those documents and if-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and if they are seeing that for this insurance, I'm pretty sure they're gonna help you out. They're gonna fix that. Um, but if you're saying that you see those deductions that I'm not seeing, then I am gonna have to send you those documents requesting-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, because it looks like you weren't active also for the 10th through the 16th, nor the 24th, nor the s- from the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: From February 24th up until March 2nd, you weren't active either.

Speaker speaker\_1: Okay, interesting.

Speaker speaker\_0: And then, um, as well as for the 10th through the 16th, it's saying that you weren't active and then for this week-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you're not showing up active either.

Speaker speaker\_1: But I'm still enrolled in the system as-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... to have these. Okay.

Speaker speaker\_0: Yeah, correct. The only thing about this is by the fifth week, that they don't specifically get a deduction out of your paycheck. Um, like, the plan goes into something called COBRA, which cancels it out. But that's by the fifth week. That they don't get a deduction out of your paycheck. But if you're saying that you're seeing deductions on these weeks-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... that, um, I'm seeing that you're not covered, I would send those documents over.

Speaker speaker\_1: Okay. So, um, what is the process of sending those documents over and how long does it take-

Speaker speaker\_0: So it typically takes, like, 20-

Speaker speaker\_1: ... to get those?

Speaker speaker\_0: They typically take, like, 24 hours for them to, um, reach back out. And they'll tell, they'll let me know and most likely I'll be giving you a call back, letting you know if that deduction is for us. Because yeah, you're in the red right now.

Speaker speaker\_1: Okay, yeah. That's what, that's what wasn't... Yeah, it wasn't making sense 'cause there, last week, um, I called you guys and somebody told me that-

Speaker speaker\_0: They said the same thing.

Speaker speaker\_1: No, they said that this week, by, it says it's looking like it will be active by the end of this, by the end of last week. And then so they're like, "Try to call again Monday just to make sure, like, everything goes through." And then-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I checked again Monday online and it says it's not showing up. So I'm, yeah, it just was a little confusing.

Speaker speaker\_0: And then you said that you're seeing the deductions though, right? In the-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... past few weeks? Okay, so yeah. I'm gonna send you those documents requesting your pay stubs and they're gonna review it. And like I said, it takes, like, 24 hours, so most likely I'll contact you by tomorrow.

Speaker speaker\_1: Yes. Um, it's, yeah. It-

Speaker speaker\_0: Is this the G-P-H-A-I-I-I-I-I-I? Is it five I's?

Speaker speaker\_1: It's, yeah, six I's. Sorry. Um...

Speaker speaker\_0: It's okay.

Speaker speaker\_1: Or you can send it to my regular, my, like, my work email. Sorry. Um, which is...

Speaker speaker\_0: What is, what is it?

Speaker speaker\_1: JThai, T-H-A-I, @nsgdoe.com.

Speaker speaker\_0: Ooh, say that again. J-T-H-I@...

Speaker speaker\_1: T-H-A-I.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: At nsgdoe.com.

Speaker speaker\_0: Okay, thank you. That was T-H-A-I@ nsgdoe.com?

Speaker speaker\_1: Mm-hmm. Yes. If you forward that, um, once you send it, I can double-check if it's-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... uh, in my inbox as well. Um, could I also get your name, um, just so I can, when I, if I do call back and it doesn't end up, I don't hear from them, could I request to speak to you? 'Cause I feel like I haven't really gotten-

Speaker speaker\_0: Yeah, that's, um... Yeah, that's fine.

Speaker speaker\_1: ... any answers. So that-

Speaker speaker\_0: Yeah, you can. Um, while I send you that, can I put you in a repo while I forward that towards, to you?

Speaker speaker\_1: Yes, of course.

Speaker speaker\_0: Okay, I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Oh my god, I'm so sorry. Your email did not get saved. Can you give me your email again?

Speaker speaker\_1: Um, yes. JThai, T-H-A-I. @nsgcoe.com.

Speaker speaker\_0: Mm-hmm. All right, let me save that 'cause it did not save earlier. Um, I'm gonna go ahead and send you that. Do you mind verifying, um, that you received that email that I'm gonna send to you? And I was also gonna tell you that I'mma email the main office regarding the week of the 3rd to 9th, um, because I believe they did do a deduction for that week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But they didn't take enough money out. I think they only took half. So something went wrong with that week. I'm gonna just go ahead and email them about that, so I can... they can let you know what happened for the week of the 3rd to the 9th. And I'mma definitely, um... once you send that, they'll review it and then they'll let me know as well, um, 'cause I may not-

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: ... have asked to do that. Um, I just wanted to let you know about that and then I also went ahead and sent you that email. So I would-

Speaker speaker\_1: Okay. Perfect.

Speaker speaker\_0: ... just put any pay stubs that you see, that they deducted. I would just send them all-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and be honest.

Speaker speaker\_1: Could I just... 'cause it comes to me as an email, not a PDF. Is there a way I can just forward this email to, to them?

Speaker speaker\_0: Yes. That's fine.

Speaker speaker\_1: Okay. Um, 'cause I can do that and then... or, like, create like an email thread for that, um, and...

Speaker speaker\_0: Yeah. As long as you send it over, um...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to that email, then you should be fine.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then I'm pretty sure I'll be contacting-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I'll be the one calling you.

Speaker speaker\_1: All right. Perfect. Um, what was your name again? Just so I don't mess it and, um, if-

Speaker speaker\_0: Mm-hmm. Yeah. Mm-hmm. It's Stephanie.



Speaker speaker\_1: Oh, Stephanie. Sorry. I'mma fl- I apologize. I'm... it's been a hot work day. Um...

Speaker speaker\_0: No, you're fine.

Speaker speaker\_1: I-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... appreciate you so, and for-

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: ... helping me out with this.

Speaker speaker\_0: Yeah, no problem. So yeah, that's all, all you really have to do is send your pay stubs over and then they'll review it and see if they see those deductions and they'll tell me and then I'll give you a call. Um, I'll follow up with you. Mm-hmm. And then-

Speaker speaker\_1: Is there a way-

Speaker speaker\_0: ... I'll send that to the main office as well, regarding that week.

Speaker speaker\_1: Okay. Perfect. If... so if this isn't, let's say, like resolved, will this... I'm still enrolled in these benefits-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... like they should be? Get, like they should be, like NOR should be pulling out this every month, or every... 'cause we get paid biweekly, so they should be pulling it out of my paycheck biweekly.

Speaker speaker\_0: Correct. Mm-hmm.

Speaker speaker\_1: Um, and res- eventually. Okay. I just wanted to make sure.

Speaker speaker\_0: Well, as lo- as long as you, they... so let's say that they do see that you're active, um, that they did take the deductions, then obviously you're gonna be active for those weeks. Just I- just for future reference, let's say you go on a vacation for two months.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: By the fifth week that they don't get a deduction specifically out of your paycheck, it doesn't matter if you called for four weeks straight to make a direct payment. By the fifth week that they don't get a deduction out of your pay- out of your check, um, the plan gets canceled by the fifth week of no deductions taken out of your paycheck.

Speaker speaker\_1: Got it. Okay. But even if I'm pa- doing a direct payment for-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... the-

Speaker speaker\_0: Correct. Even... It doesn't matter if you call and make those four payments for four, for, for those four weeks straight. I'm not really sure. I guess, since... for you to keep your plan active, they want the deduction out of your check. So even if you called for four weeks straight to make a direct payment with your card, by that fifth week, the plan would get canceled since they didn't get a deduction by that fifth week out of your paycheck. Now, let's say-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for four weeks, um, they don't, you don't call nor make payments, but by the fifth week, they get a deduction out of your check, you're still gonna have active coverage because by that fifth week they did a deduction out of your paycheck.

Speaker speaker\_1: Right. So I think the only reason why I think this has been, like a whole whirlwind of things is because I think NOR recently switched from EFCMEC to, like to your company.

Speaker speaker\_0: Yeah. Mm-hmm.

Speaker speaker\_1: The card.

Speaker speaker\_0: RAG.

Speaker speaker\_1: And I'm not sure, like what happened with the transfer, um, but yeah, that's why I was wondering, um, about it, so you need to-

Speaker speaker\_0: Yeah, but you should be fine. Whenever you send those pay stubs and they see, um, if it is deductions that we should have been receiving, then they're gonna fix it in there and, um. And like I said, they're pretty good at call- like working on it pretty quick. But most likely it'll be tomorrow that I, um, call you.

Speaker speaker\_1: Okay. So-

Speaker speaker\_0: 'Cause I am going to send that email about that week also 'cause the week of the 3rd and the 9th, something happened there. Um, I'm not really able to see what, so I have to contact the main office either way.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So they're gonna be definitely reviewing your stuff, whenever I send that email and whenever-

Speaker speaker\_1: Okay. Good.

Speaker speaker\_0: ... you send us your stuff too.

Speaker speaker\_1: Okay, perfect. Thank you so much. I don't see the e-mail that you sent. Um-

Speaker speaker\_0: Can you also check your junk and spam? Sometimes-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... it sends it there. It should come from an e-mail that says info@benefitsinacar.com.

Speaker speaker\_1: Categories, promotions, nope. Um, it should come from...

Speaker speaker\_0: Info@benefitsinacar.com. And then, it was J, as in James, T as in Tom, H as in Heather, A as in Apple.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I as in ice cream, at-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... N as in Nancy, C as in Charlie, G as in Girl-

Speaker speaker\_1: Um, it's... Sorry. It's not, um, C, but S, like as in snake.

Speaker speaker\_0: Oh, okay. So-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... N as in Nancy, Sam as in Sam, G as in Girl-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... D as in Dog-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... O as in Office, E as in Echo.com?

Speaker speaker\_1: Yep, yep.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: I put a C.

Speaker speaker\_1: No worries. I knew, I was like, I wanted to just double-check just in case. Um.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Give me one second. Let me send that one more time.

Speaker speaker\_1: Okay, perfect. Thank you so much.

Speaker speaker\_0: Mm-hmm. All right. Can you check to see if you received it, please?

Speaker speaker\_1: Yes. Absolutely. Um, I'm refreshing now. Hmm, I did receive it. Perfect. Um, so I'm going to send it to the info@benefitsinacar.com-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... the pay stubs, um, that I receive.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Perfect. And then they'll review it-

Speaker speaker\_1: I'm with-

Speaker speaker\_0: ... and they'll let me know, and then I'm gonna go ahead and send that e-mail regarding that link as well. And since I'm the one sending you all these stuffs, uh, I'm pretty sure I'm gonna be the one that's gonna contact you, 'cause they usually-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... reach back out to me and then I'll just end up ca- calling the members back.

Speaker speaker\_1: All right, perfect. Um, if I end up, you calling me during your time at work and I don't answer-

Speaker speaker\_0: Mm-hmm. I'll leave you a voice message or send you an e-mail.

Speaker speaker\_1: Okay, perfect. And then I'll, um... Yeah. That's, that's amazing. Thank you so much for your time.

Speaker speaker\_0: You're welcome. Have... Yes, ma'am.

Speaker speaker\_1: Have a great rest of your night.

Speaker speaker\_0: Thank you. You too. Have a nice day.

Speaker speaker\_1: Bye.