

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia. Hello? Hello? Okay, yes. Hey, good af... Good morning. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia. Mm-hmm. Um, we spoke yesterday regarding your benefits. Um, so the- Mm-hmm. ... staffing agency did get back to our main office. Mm-hmm. And it looks like the reason why they weren't able to do those deductions is because they stated that you only worked with them for seven days, and they weren't able to start making those deductions, um- That's not true. That's... I got checks though to prove it. I got checku... I got three checks though to prove that. You don't, you don't get three checks till it's the seventh day. So the HR lady did state that, so due to that, they said that that's the reason why they didn't start those deductions. And unfortunately, since we have to wait for them to start processing the deductions for us to receive them, that's why your coverage never even began. Um, and this is coming from the HR of On Track. Okay, thank you. Thank you very much. I'm sorry. That's okay. What was your name again so I can make sure they talk to... I has to call you back. When I call you back I'll let you know. I'll dig deeper into that. That's not true, baby. Okay, yeah. Yeah, that's fine. Uh, my name is Stephanie. Okay. All right then. Okay, Stephani, I have someone on my other line. I will call you back. Okay, that's fine. Speaker 2: Have a nice day. Thank you. Thank you for everything. You too. Yes, ma'am.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia.

Speaker speaker_2: Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Okay, yes.

Speaker speaker_1: Hey, good af... Good morning. I'm calling from Benefits and a Card on behalf of On Track Staffing. I'm looking to speak with Miss Julia.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, we spoke yesterday regarding your benefits. Um, so the-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... staffing agency did get back to our main office.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And it looks like the reason why they weren't able to do those deductions is because they stated that you only worked with them for seven days, and they weren't able to start making those deductions, um-

Speaker speaker_2: That's not true. That's... I got checks though to prove it. I got checku... I got three checks though to prove that. You don't, you don't get three checks till it's the seventh day.

Speaker speaker_1: So the HR lady did state that, so due to that, they said that that's the reason why they didn't start those deductions. And unfortunately, since we have to wait for them to start processing the deductions for us to receive them, that's why your coverage never even began. Um, and this is coming from the HR of On Track.

Speaker speaker_2: Okay, thank you. Thank you very much.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: That's okay. What was your name again so I can make sure they talk to... I has to call you back. When I call you back I'll let you know. I'll dig deeper into that. That's not true, baby.

Speaker speaker_1: Okay, yeah. Yeah, that's fine. Uh, my name is Stephanie.

Speaker speaker_2: Okay. All right then. Okay, Stephani, I have someone on my other line. I will call you back.

Speaker speaker_1: Okay, that's fine. Speaker 2: Have a nice day.

Speaker speaker_2: Thank you. Thank you for everything. You too.

Speaker speaker_1: Yes, ma'am.