

## **Transcript: Francesca**

**Baez-4793018858389504-6256797601284096**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, ma'am. I, I called probably, um, about a week ago and talked to somebody about, um, the Benefits in a Card coming out of my check. Um, they said that it was court-ordered but I talked to the child support office and they told me that they sent a termination letter to y'all and I was just wondering if y'all had got it yet. Okay. What staffing company do you work with? I work for IQ Stacking. And what are the last four of the Social and the last name, please? 6998 and the last name is Bowman. To make sure I located the correct account, could you please verify your mailing address and date of birth? 180 Hogan Road, Gordonsville, Tennessee 38563 and my date of birth is 03/28/'97. Do you have best contact down as the 615-580-7306? Yes, ma'am. And we have your email down as newshayla2020@gmail.com? Yes. All right. Let me place you in a quick hold while I look over the documents around your account as well as the notes. I'll be right back, okay? Okay, thank you. Thank you. Thank you for holding, Ms. Bowman. Yes. So we have not received any termination letter. The last document we, we received from them was back in the 13 of the month which was the court order notice, but we have not received any termination letter. If they- Okay. ... did send this to your staffing company, it could be that their office is still processing it, 'cause usually the staffing company receives it and then sends it to our office. Okay. But for the activity on the account, it does not look like we haven't received anything. Okay. Okay. Well, I'll give them a call and find out about that. Um, do I just need to call y'all back and let y'all know, or do I just need to kind of check in with y'all every now and again and see if y'all have gotten it? Yes. There will be a check-in part, unfortunately- Okay. ... 'cause the representatives on the phone, we don't process those forms. Our front office does. Okay. So we'll have to go into the account periodically to see whether or not it was canceled or submitted in there. Okay. Okay. Well, thank you so much. Of course. Thank you for your time. It was a pleasure assisting you today. Thank you. Bye. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, yes, ma'am. I, I called probably, um, about a week ago and talked to somebody about, um, the Benefits in a Card coming out of my check. Um, they said that it was court-ordered but I talked to the child support office and they told me that they sent a termination letter to y'all and I was just wondering if y'all had got it yet.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: I work for IQ Stacking.

Speaker speaker\_0: And what are the last four of the Social and the last name, please?

Speaker speaker\_1: 6998 and the last name is Bowman.

Speaker speaker\_0: To make sure I located the correct account, could you please verify your mailing address and date of birth?

Speaker speaker\_1: 180 Hogan Road, Gordonsville, Tennessee 38563 and my date of birth is 03/28/'97.

Speaker speaker\_0: Do you have best contact down as the 615-580-7306?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And we have your email down as newshayla2020@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Let me place you in a quick hold while I look over the documents around your account as well as the notes. I'll be right back, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you. Thank you for holding, Ms. Bowman.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So we have not received any termination letter. The last document we, we received from them was back in the 13 of the month which was the court order notice, but we have not received any termination letter. If they-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... did send this to your staffing company, it could be that their office is still processing it, 'cause usually the staffing company receives it and then sends it to our office.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But for the activity on the account, it does not look like we haven't received anything.

Speaker speaker\_1: Okay. Okay. Well, I'll give them a call and find out about that. Um, do I just need to call y'all back and let y'all know, or do I just need to kind of check in with y'all every now and again and see if y'all have gotten it?

Speaker speaker\_0: Yes. There will be a check-in part, unfortunately-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 'cause the representatives on the phone, we don't process those forms. Our front office does.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So we'll have to go into the account periodically to see whether or not it was canceled or submitted in there.

Speaker speaker\_1: Okay. Okay. Well, thank you so much.

Speaker speaker\_0: Of course. Thank you for your time. It was a pleasure assisting you today.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Okay.