

## Transcript: Francesca

**Baez-5390360508153856-5346776052449280**

### Full Transcript

Thank you for calling Benefits 10 Call, my name is Francesca, how can I help you? Hi, Francesca. This is Christy Sharp. I am calling to pay my premium because I didn't work last week at Snap-Ons and I was told to call back Wednesday. What staffing company do you work with? Snap-On's 2s. Oh, I mean, it's Actiforce, through Actiforce. What are the last four of your Social? 6725. Can you verify your mailing address and date of birth to make sure I have the right account in front of me? It's C as in cat, D as in dog, L as in Larry, 82082 at yahoo.com. 337-380-1010. I apologize, ma'am. I asked you to verify your date of birth and mailing address, not the phone number and email. Oh, oh, I'm sorry. Sorry, I misunderstood. It's okay. Um, 9/9/1964. It's PO Box 789, Hampton, Tennessee, 37658. Thank you very much. Um, Miss Sharp, I'm a bit confused. It shows here that when you spoke with my coworker during Monday 3rd, we informed you that we did receive payment for this week's benefits. How can y'all receive payment when I didn't even work a week and got paid? So per our system, they sent over payment on Monday. As far as where that payment came from, that would be something- Well, now, y'all got me confused. That would be something- Let me look at my email because... Okay. Let me check though. I was just trying to let you know that that would be something maybe your staffing company can answer. We don't have access to your pay stub. If you received a paycheck- Mm-hmm. ... last week, that would be from when they take it out of. Or possibly your staffing company could keep one fee- one week in bank. But at the moment, we're not able to take a direct payment from you since you are active and we don't take future payments. Okay. That's what I'm looking. I'm gonna have to call Actiforce because, well, I know I didn't work 'cause I was in the hospital. So, yeah. And I didn't work that whole week. And they paid. And I don't see nothing in my email. Okay. So as of right now, I am paid. I'm so worried that it won't get paid and I won't have my insurance. Yes, ma'am. It shows that you are active and it says that it was deducted from the paycheck provided to you Thursday 27. Thursday 27. If I Wait. Let me write that down. Thursday the 27th, okay. All right, I'll call Actiforce and find out what's going on. Understood. Was there anything else that we can assist you with aside from that? No, ma'am. That's it. Thank you. Of course, have a great day. You too, bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 Call, my name is Francesca, how can I help you?

Speaker speaker\_1: Hi, Francesca. This is Christy Sharp. I am calling to pay my premium because I didn't work last week at Snap-Ons and I was told to call back Wednesday.

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

Speaker speaker\_1: Snap-On's 2s. Oh, I mean, it's Actiforce, through Actiforce.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 6725.

Speaker speaker\_0: Can you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_1: It's C as in cat, D as in dog, L as in Larry, 82082 at yahoo.com. 337-380-1010.

Speaker speaker\_0: I apologize, ma'am. I asked you to verify your date of birth and mailing address, not the phone number and email.

Speaker speaker\_1: Oh, oh, I'm sorry. Sorry, I misunderstood.

Speaker speaker\_0: It's okay.

Speaker speaker\_1: Um, 9/9/1964. It's PO Box 789, Hampton, Tennessee, 37658.

Speaker speaker\_0: Thank you very much. Um, Miss Sharp, I'm a bit confused. It shows here that when you spoke with my coworker during Monday 3rd, we informed you that we did receive payment for this week's benefits.

Speaker speaker\_1: How can y'all receive payment when I didn't even work a week and got paid?

Speaker speaker\_0: So per our system, they sent over payment on Monday. As far as where that payment came from, that would be something-

Speaker speaker\_1: Well, now, y'all got me confused.

Speaker speaker\_0: That would be something-

Speaker speaker\_1: Let me look at my email because...

Speaker speaker\_0: Okay.

Speaker speaker\_1: Let me check though.

Speaker speaker\_0: I was just trying to let you know that that would be something maybe your staffing company can answer. We don't have access to your pay stub. If you received a paycheck-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... last week, that would be from when they take it out of. Or possibly your staffing company could keep one fee- one week in bank. But at the moment, we're not able to

take a direct payment from you since you are active and we don't take future payments.

Speaker speaker\_1: Okay. That's what I'm looking. I'm gonna have to call Actiforce because, well, I know I didn't work 'cause I was in the hospital. So, yeah. And I didn't work that whole week. And they paid. And I don't see nothing in my email. Okay. So as of right now, I am paid. I'm so worried that it won't get paid and I won't have my insurance.

Speaker speaker\_0: Yes, ma'am. It shows that you are active and it says that it was deducted from the paycheck provided to you Thursday 27.

Speaker speaker\_1: Thursday 27.

Speaker speaker\_0: If I

Speaker speaker\_2: Wait.

Speaker speaker\_1: Let me write that down. Thursday the 27th, okay. All right, I'll call Actiforce and find out what's going on.

Speaker speaker\_0: Understood. Was there anything else that we can assist you with aside from that?

Speaker speaker\_1: No, ma'am. That's it. Thank you.

Speaker speaker\_0: Of course, have a great day.

Speaker speaker\_1: You too, bye.