

## **Transcript: Franchesca**

**Baez-5736190236213248-6663358197841920**

### **Full Transcript**

Thank you for calling Benefits in a Crime. My name is Rucha and I hope to assist you today. Hi. Um, I was wondering if I could get some help applying for benefits? What staffing company do you work with? MAU Workforce Solutions. What are the last four of your Social? 8476. What is the last name? Maloney. Can you spell it for me? M-A-L-O-N-E-Y. Did you just started working with them? Yes, ma'am, about a month ago. And you said the last four of the Social is 8476? Yes, ma'am. Do you have any other last names? Nope. Maloney is the only last name I have. M-A-L-O-N-E-Y. Akira Maloney. So we don't have your file yet, um, which I'm not sure why we should have it now if you've been working with them for a month now. Mm-hmm. But we don't show any file on our records from MAU Staffing with the last four of the Social 8476 and that last name or first name. Okay. So that does leave us, um, the option to either make an account, for which I would need your full Social. Um, however, if you do not feel comfortable providing it on a recorded line, my next suggestion, just due to the time that you have been working with them, will be to reach out to your main office to double-check with them how they process your information into the system and make sure there was no misspelling errors or any confusion on their end when they sent that information over. Oh, it, it really was a misspelling. It was, um, it might be M-A-L-O-N-E-I. It might be a I, 'cause I believe that there was a typo when I first applied. No, ma'am. That's also not a name that we have on file. I don't have anything that's remotely close to the name that you have, that last name. Mm-hmm. Okay. So, so you want me to call them back and ask them is, if I've been through the system yet? Um, to call MAU and see how they put you into their system. Like, to verify- Okay. ... your information with them over the phone to see how they put you in their system. Okay. Thank you. Of course. We're gonna be open till 8:00 PM Eastern Time, all the way through Monday through Friday. Okay. Great. Thank you so much for that. Of course. Have a great day. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crime. My name is Rucha and I hope to assist you today.

Speaker speaker\_1: Hi. Um, I was wondering if I could get some help applying for benefits?

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

Speaker speaker\_1: MAU Workforce Solutions.

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

Speaker speaker\_1: 8476.

Speaker speaker\_0: What is the last name?

Speaker speaker\_1: Maloney.

Speaker speaker\_0: Can you spell it for me?

Speaker speaker\_1: M-A-L-O-N-E-Y.

Speaker speaker\_0: Did you just started working with them?

Speaker speaker\_1: Yes, ma'am, about a month ago.

Speaker speaker\_0: And you said the last four of the Social is 8476?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Do you have any other last names?

Speaker speaker\_1: Nope. Maloney is the only last name I have. M-A-L-O-N-E-Y. Akira Maloney.

Speaker speaker\_0: So we don't have your file yet, um, which I'm not sure why we should have it now if you've been working with them for a month now.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But we don't show any file on our records from MAU Staffing with the last four of the Social 8476 and that last name or first name.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So that does leave us, um, the option to either make an account, for which I would need your full Social. Um, however, if you do not feel comfortable providing it on a recorded line, my next suggestion, just due to the time that you have been working with them, will be to reach out to your main office to double-check with them how they process your information into the system and make sure there was no misspelling errors or any confusion on their end when they sent that information over.

Speaker speaker\_1: Oh, it, it really was a misspelling. It was, um, it might be M-A-L-O-N-E-I. It might be a I, 'cause I believe that there was a typo when I first applied.

Speaker speaker\_0: No, ma'am. That's also not a name that we have on file. I don't have anything that's remotely close to the name that you have, that last name.

Speaker speaker\_1: Mm-hmm. Okay. So, so you want me to call them back and ask them is, if I've been through the system yet?

Speaker speaker\_0: Um, to call MAU and see how they put you into their system. Like, to verify-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your information with them over the phone to see how they put you in their system.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. We're gonna be open till 8:00 PM Eastern Time, all the way through Monday through Friday.

Speaker speaker\_1: Okay. Great. Thank you so much for that.

Speaker speaker\_0: Of course. Have a great day.

Speaker speaker\_1: You, too.