

## **Transcript: Francesca**

**Baez-6192109546422272-5781577177808896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Good afternoon, my name is Francesca benefits in a card calling to speak with Mr. Ramunos on behalf of ATC Healthcare Staffing. Yes, ma'am, it's me. Yes, sir. So the front office finished investigating into our system. Unfortunately, that payment that you're seeing being taken out from your bank account was rejected by our system already due to it saying that the information you were providing, the banking information, did not match your banking information. So even though it is reflecting pending on your bank statement, it is not going to be taken out. That's going to be put back into your account because we never took the payment out. Our system rejected it. So what, what I can do now? If you would like to, I can try again to take a payment, um, because we also did look into the payment file that your staffing company sent over from last week's paychecks and unfortunately there was no payment for you in that payment file either. So you have two options as of right now. If you did see that payment being deducted from your pay stub, I can send you an email so that you can send us a picture of your paycheck where you see the deductions so that we can open an investigation and have ATC send over the money if it was in fact deducted. Um, I would on-recommend doing that before trying to make a payment out of pocket. Okay. Okay. Let me say bye. Oh, okay. So for, for which, for which day you're talking about out of check? For last week's paycheck, sir. Remember how you said you did get paid last week and that you saw those deductions from last week's paycheck? If you did in fact get deducted, those deductions will be for this week's coverage. Uh, let me... I'm going to... I'm going to text them, call them, and then they can send me the pay stub and I can, I can, I can send you. Understood, sir. Okay. I- Do you want me to send you that email so that once you have it you can reply back to it? Please. Of course. I'll go ahead and send it now. It's gonna be titled document request, and then you can reply back to it either with a picture or a screenshot of your pay stubs- Okay. ... where it shows your deduction, okay? Okay. All right, and then once you submit it, it should take us roughly 24 to 48 hours to process it. Mm-hmm. Oh, okay. Okay, so I'm going to call them to send me the pay stub and then I can send it to you, right, by your email that you sent to me, right? Yes, sir. Good. All right, and then once you send it and my office finishes checking it, I'll give you a call. Okay. All right, thank you. Of course. It was my pleasure. Have a great day. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Good afternoon, my name is Francesca benefits in a card calling to speak with Mr. Ramunos on behalf of ATC Healthcare Staffing.

Speaker speaker\_1: Yes, ma'am, it's me.

Speaker speaker\_2: Yes, sir. So the front office finished investigating into our system. Unfortunately, that payment that you're seeing being taken out from your bank account was rejected by our system already due to it saying that the information you were providing, the banking information, did not match your banking information. So even though it is reflecting pending on your bank statement, it is not going to be taken out. That's going to be put back into your account because we never took the payment out. Our system rejected it.

Speaker speaker\_1: So what, what I can do now?

Speaker speaker\_2: If you would like to, I can try again to take a payment, um, because we also did look into the payment file that your staffing company sent over from last week's paychecks and unfortunately there was no payment for you in that payment file either. So you have two options as of right now. If you did see that payment being deducted from your pay stub, I can send you an email so that you can send us a picture of your paycheck where you see the deductions so that we can open an investigation and have ATC send over the money if it was in fact deducted. Um, I would on- recommend doing that before trying to make a payment out of pocket.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me say bye. Oh, okay. So for, for which, for which day you're talking about out of check?

Speaker speaker\_2: For last week's paycheck, sir. Remember how you said you did get paid last week and that you saw those deductions from last week's paycheck? If you did in fact get deducted, those deductions will be for this week's coverage.

Speaker speaker\_1: Uh, let me... I'm going to... I'm going to text them, call them, and then they can send me the pay stub and I can, I can, I can send you.

Speaker speaker\_2: Understood, sir.

Speaker speaker\_1: Okay. I-

Speaker speaker\_2: Do you want me to send you that email so that once you have it you can reply back to it?

Speaker speaker\_1: Please.

Speaker speaker\_2: Of course. I'll go ahead and send it now. It's gonna be titled document request, and then you can reply back to it either with a picture or a screenshot of your pay stubs-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... where it shows your deduction, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right, and then once you submit it, it should take us roughly 24 to 48 hours to process it.

Speaker speaker\_1: Mm-hmm. Oh, okay. Okay, so I'm going to call them to send me the pay stub and then I can send it to you, right, by your email that you sent to me, right?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Good.

Speaker speaker\_2: All right, and then once you send it and my office finishes checking it, I'll give you a call.

Speaker speaker\_1: Okay. All right, thank you.

Speaker speaker\_2: Of course. It was my pleasure. Have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_2: Bye.