

## **Transcript: Francesca**

**Baez-6299416804147200-4948069676695552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, Ms. Alves, Francesca with Benefits on Accrual on behalf of Clinical Staffing Resources. Yes, hi. Hi. Um, I was actually gonna say I'm gonna send you an email requesting a copy of the pay stub so they can look into it farther more in. Okay. Yeah, I, I actually asked them for a copy of the pay stub as well and I'm still waiting to hear back. Oh, okay, gotcha. Yeah. All right. Do you want me to still send you the document request or would you prefer to be able to call back as soon as they send it to you? Uh... It doesn't matter. What- whatever you think is going to be easier. I, I can't really... There's just some... I can't figure it out right now. Whatever you think is gonna be faster. Okay. Um, so I'll send it now just so you can have it in your inbox. Once you get it, if it gets lost, that's not an issue. You can just give us a call back and we send you a new one, okay? All right. Sounds good. All right. Thank you so much for taking my call. Have a good one. Thank you. I appreciate it. No problem. Bye, Francesca. My pleasure.

### **Conversation Format**

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

Speaker speaker\_1: Hello, Ms. Alves, Francesca with Benefits on Accrual on behalf of Clinical Staffing Resources.

Speaker speaker\_2: Yes, hi.

Speaker speaker\_1: Hi. Um, I was actually gonna say I'm gonna send you an email requesting a copy of the pay stub so they can look into it farther more in.

Speaker speaker\_2: Okay. Yeah, I, I actually asked them for a copy of the pay stub as well and I'm still waiting to hear back.

Speaker speaker\_1: Oh, okay, gotcha.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Do you want me to still send you the document request or would you prefer to be able to call back as soon as they send it to you?

Speaker speaker\_2: Uh... It doesn't matter. What- whatever you think is going to be easier. I, I can't really... There's just some... I can't figure it out right now. Whatever you think is gonna be faster.

Speaker speaker\_1: Okay. Um, so I'll send it now just so you can have it in your inbox. Once you get it, if it gets lost, that's not an issue. You can just give us a call back and we send you a new one, okay?

Speaker speaker\_2: All right. Sounds good.

Speaker speaker\_1: All right. Thank you so much for taking my call. Have a good one.

Speaker speaker\_2: Thank you. I appreciate it.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Bye, Francesca.

Speaker speaker\_1: My pleasure.