

Transcript: Franchesca

Baez-6747942256689152-6151000824791040

Full Transcript

Thank you for calling- Your call may be monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 8179425. Is that correct? Say yes or press one, or say no or press two. Yes. Welcome. Which language would you like interpreted? You have selected Amharic. Did I get that correct? Yes. Please hold while I locate your interpreter. 00243, hello, how can I help you today? Please speak in short phrases to ensure accuracy and verify all numbers. How may I help you? Yes, hello. Please bear with me one moment while I patch in the member into the call. Okay, okay. Thank you for holding. This is Francisco. Can you hear the interpreter? Yes? Okay. May I introduce myself? Sorry. Mm-hmm. Hello, . Okay, okay. You may now begin. Can you please advise her she currently does not have active coverage with Surge? Sorry, repeat one more time that question? Sorry. Yes, she does not have any active insurance with Surge Staffing. Okay. Okay. No, I have. They just, they, it started every two weeks. The payment will go through every two weeks. I have. It's active. What are those deductions being labeled as on your paychecks? Okay, it depend on the income. Sometimes when I, uh, work overtime, it is vary. For the last week, now for example, it is \$24.56. That's not insurance with Surge Staffing. They take it out weekly for the insurance they offer. But the payment has just been taking, uh, for two, uh, insurances. Uh, before it was a Goodwill, again for this insurance also they are just been taking that payment, the employer and also the Goodwill so it is two. If you would like to, we can open an investigation, but you have not had an insurance with Surge since 2023. Uh, please before that, uh, would you please check that one more time from your end? Yes, ma'am. In my system it does not show any active and current insurance since 2023 December 24th. Yes, the reason that I even have just called is because I already, uh, checked the payment has been gone through two payment every two weeks. Two payments for two different insurance every week. Okay. I'll send you an email. I'll need you to respond to that email with copies of your pay stops, the most recent last two so that an investigation can be opened. Mm-hmm. Okay. Okay. Once you submit the document, it'll take 24 to 48 hours for the front office to response back. Mm-hmm. Okay. And I have your email down as K-E-B-U 2022@yahoo.com. Yes, uh. Yes, yes. All right. I have sent the email from our office email, info@benefitsinacard and it will be titled Requested Documents. Mm-hmm. Okay. All right. And then she can... You can reply back to the email with either a picture or scan of your pay stop. Mm-hmm. Okay. All right. Do you have any other questions? Uh, fe r- payment pay stop you need is for 23rd and 24th, correct? Payment information. Yes. Uh- From last week and the week before. Mm-hmm. Okay. All right. I hope you have a wonderful rest of your day and thank you for your time today. Okay. Thank you. Thank you. Okay. Is there anything else interpreter can help you with today? I'm sorry? Is there anything else interpreter can help with today? Nope, that'll be all, sir. Thank you for interpreting. You're welcome. Thank you. Thanks

for calling. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 8179425. Is that correct? Say yes or press one, or say no or press two.

Speaker speaker_2: Yes.

Speaker speaker_0: Welcome. Which language would you like interpreted? You have selected Amharic. Did I get that correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Please hold while I locate your interpreter.

Speaker speaker_3: 00243, hello, how can I help you today? Please speak in short phrases to ensure accuracy and verify all numbers. How may I help you?

Speaker speaker_0: Yes, hello. Please bear with me one moment while I patch in the member into the call.

Speaker speaker_3: Okay, okay.

Speaker speaker_0: Thank you for holding. This is Francisco. Can you hear the interpreter? Yes?

Speaker speaker_3: Okay. May I introduce myself? Sorry.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: Hello, . Okay, okay. You may now begin.

Speaker speaker_0: Can you please advise her she currently does not have active coverage with Surge?

Speaker speaker_3: Sorry, repeat one more time that question? Sorry.

Speaker speaker_0: Yes, she does not have any active insurance with Surge Staffing.

Speaker speaker_3: Okay. Okay. No, I have. They just, they, it started every two weeks. The payment will go through every two weeks. I have. It's active.

Speaker speaker_0: What are those deductions being labeled as on your paychecks?

Speaker speaker_3: Okay, it depend on the income. Sometimes when I, uh, work overtime, it is vary. For the last week, now for example, it is \$24.56.

Speaker speaker_0: That's not insurance with Surge Staffing. They take it out weekly for the insurance they offer.

Speaker speaker_3: But the payment has just been taking, uh, for two, uh, insurances. Uh, before it was a Goodwill, again for this insurance also they are just been taking that payment, the employer and also the Goodwill so it is two.

Speaker speaker_0: If you would like to, we can open an investigation, but you have not had an insurance with Surge since 2023.

Speaker speaker_3: Uh, please before that, uh, would you please check that one more time from your end?

Speaker speaker_0: Yes, ma'am. In my system it does not show any active and current insurance since 2023 December 24th.

Speaker speaker_3: Yes, the reason that I even have just called is because I already, uh, checked the payment has been gone through two payment every two weeks. Two payments for two different insurance every week.

Speaker speaker_0: Okay. I'll send you an email. I'll need you to respond to that email with copies of your pay stops, the most recent last two so that an investigation can be opened. Mm-hmm.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay. Once you submit the document, it'll take 24 to 48 hours for the front office to response back. Mm-hmm.

Speaker speaker_3: Okay.

Speaker speaker_0: And I have your email down as K-E-B-U 2022@yahoo.com. Yes, uh.

Speaker speaker_3: Yes, yes.

Speaker speaker_0: All right. I have sent the email from our office email, info@benefitsinacard and it will be titled Requested Documents. Mm-hmm.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. And then she can... You can reply back to the email with either a picture or scan of your pay stop. Mm-hmm.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. Do you have any other questions?

Speaker speaker_3: Uh, f e r- payment pay stop you need is for 23rd and 24th, correct? Payment information.

Speaker speaker_0: Yes.

Speaker speaker_3: Uh-

Speaker speaker_0: From last week and the week before.

Speaker speaker_3: Mm-hmm. Okay.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_3: Okay. Thank you. Thank you. Okay. Is there anything else interpreter can help you with today?

Speaker speaker_0: I'm sorry?

Speaker speaker_3: Is there anything else interpreter can help with today?

Speaker speaker_0: Nope, that'll be all, sir. Thank you for interpreting.

Speaker speaker_3: You're welcome. Thank you. Thanks for calling. Have a good day.

Speaker speaker_0: You too. Bye-bye.