

Transcript: Justin

Mills-4735544411602944-5848624780591104

Full Transcript

Thank you for calling Benefits and Cards. This is Justin. How can I help you today? Hi. I received a message when I called ... if the record please? And do you mind reading out the full text message for me, please? Yes. It says, "Your account is unlocked and covered in the last 1 to 2 weeks. We've submitted payment rolls of deductions. Call this at," and then it got, the number, "If you wish to make a payment." Yeah, so the text message is- Okay. ... we will just say that your reminder is from our staffing agency, letting them know they didn't make a deduction for you. So, you're not currently active on benefits offered through them, so it was just a courteous reminder if you wanted to make a direct payment but- Which staffing agency is? Um, well, we work with multiple, uh, different staffing agencies. Uh, are, are these like apartment homes or something? I'm sorry, what was that? Are, is it like apartment homes? I'm, I'm confused. No, ma'am. This is for staffing agencies for temp services, like for work. Oh. Oh, maybe like Triple A's? Um, here, what's your first name? Destiny. And your last name? Golden. Okay, so looks like you went through BG Staffing. Does that sound familiar? Yes. Okay, so yeah, so that text message was from BG Staffing, letting you know that you're not, uh... letting you know that they didn't make a deduction on you, so you're not active on their benefits. Like- Oh, okay. ... their medical benefits or even- Okay. Oh, oh, I was scared. I thought that was when I wasn't going to receive my money. Okay. I don't want to get BG Staffing benefits so... but, so thank you. No worries. You have a great day, okay? You as well. Thank you, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Cards. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I received a message when I called ... if the record please?

Speaker speaker_0: And do you mind reading out the full text message for me, please?

Speaker speaker_1: Yes. It says, "Your account is unlocked and covered in the last 1 to 2 weeks. We've submitted payment rolls of deductions. Call this at," and then it got, the number, "If you wish to make a payment."

Speaker speaker_0: Yeah, so the text message is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we will just say that your reminder is from our staffing agency, letting them know they didn't make a deduction for you. So, you're not currently active on benefits offered through them, so it was just a courteous reminder if you wanted to make a direct payment but-

Speaker speaker_1: Which staffing agency is?

Speaker speaker_0: Um, well, we work with multiple, uh, different staffing agencies.

Speaker speaker_1: Uh, are, are these like apartment homes or something?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Are, is it like apartment homes? I'm, I'm confused.

Speaker speaker_0: No, ma'am. This is for staffing agencies for temp services, like for work.

Speaker speaker_1: Oh. Oh, maybe like Triple A's?

Speaker speaker_0: Um, here, what's your first name?

Speaker speaker_1: Destiny.

Speaker speaker_0: And your last name?

Speaker speaker_1: Golden.

Speaker speaker_0: Okay, so looks like you went through BG Staffing. Does that sound familiar?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so yeah, so that text message was from BG Staffing, letting you know that you're not, uh... letting you know that they didn't make a deduction on you, so you're not active on their benefits. Like-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... their medical benefits or even-

Speaker speaker_1: Okay. Oh, oh, I was scared. I thought that was when I wasn't going to receive my money. Okay. I don't want to get BG Staffing benefits so... but, so thank you.

Speaker speaker_0: No worries. You have a great day, okay?

Speaker speaker_1: You as well. Thank you, bye-bye.

Speaker speaker_0: Bye-bye.