

Transcript: Justin

Mills-4796249756090368-6336198066257920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Yeah. Hi. I was calling to see, um, if my benefits have, uh, started yet? Um, they, they were deducted from my paycheck but I haven't received an email yet. Um, yeah, let me check on that. What's the staffing agency you work for? Uh, ManCan. And the last four of your Social? Seven, three, seven, nine. And what was your first and last name? Uh, first name's Andrew. Last name is Minich, M-I-N-I-C-H. And for security purposes, can you verify the home address, including city, state and zip code, Andrew? Yeah. It's 755 Scranton Avenue, Alliance, Ohio 44601. And your date of birth? 07/03/92. I think the telephone number I have is 330-596-0420. Yep, that's correct. And the email I have is your first last name 74 at Gmail? Yes. Okay. So let's see here. So looking at the file, looks like you are currently enrolled in the benefits offered through ManCan. However, checking the calendar, um, looks like the deduction did come through. However, it was the wrong deduction amount. So what I have to do, I have to reach out to my back office, have them resubmit that deduction to ManCan 'cause looks like they took, uh... Ugh, give me one second. So it looks like the total transaction was \$39.20 when your total premium was \$19.60. So what I have to do, I have to email my back office, have them, um, give you back that \$20 extra dollars, or \$19 and some change. Okay. And then once I do receive word back, I can give you a call back letting you know official start date. Okay. So it hasn't begun yet then because of that? Correct. Yes, sir. Hello? Sorry, are you, uh- Cutting out. Yes. Yes, sir. It didn't start because of that, because they overtook the deduction. Okay. Okay. Um, so let me reach out to my back office, have them fix that for you. And then once I do receive word back from my back office, I can give you a call back. Okay, Andrew? Okay. Thank you. You're welcome. Is there anything else I can help you out with today? Oh, no, that'd be all. Awesome. Well, you have a wonderful day, okay? Y- You too. Thank you. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. Hi. I was calling to see, um, if my benefits have, uh, started yet? Um, they, they were deducted from my paycheck but I haven't received an email yet.

Speaker speaker_1: Um, yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker_2: Uh, ManCan.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Seven, three, seven, nine.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, first name's Andrew. Last name is Minich, M-I-N-I-C-H.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Andrew?

Speaker speaker_2: Yeah. It's 755 Scranton Avenue, Alliance, Ohio 44601.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 07/03/92.

Speaker speaker_1: I think the telephone number I have is 330-596-0420.

Speaker speaker_2: Yep, that's correct. And the email I have is your first last name 74 at Gmail? Yes.

Speaker speaker_1: Okay. So let's see here. So looking at the file, looks like you are currently enrolled in the benefits offered through ManCan. However, checking the calendar, um, looks like the deduction did come through. However, it was the wrong deduction amount. So what I have to do, I have to reach out to my back office, have them resubmit that deduction to ManCan 'cause looks like they took, uh... Ugh, give me one second. So it looks like the total transaction was \$39.20 when your total premium was \$19.60. So what I have to do, I have to email my back office, have them, um, give you back that \$20 extra dollars, or \$19 and some change.

Speaker speaker_2: Okay.

Speaker speaker_1: And then once I do receive word back, I can give you a call back letting you know official start date.

Speaker speaker_2: Okay. So it hasn't begun yet then because of that?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Hello?

Speaker speaker_1: Sorry, are you, uh-

Speaker speaker_2: Cutting out.

Speaker speaker_1: Yes. Yes, sir. It didn't start because of that, because they overtook the deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, so let me reach out to my back office, have them fix that for you. And then once I do receive word back from my back office, I can give you a call back. Okay, Andrew?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: Oh, no, that'd be all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Y- You too. Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.