

## **Transcript: Justin**

**Mills-5501887312478208-5914643333300224**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? My name is Latifa Falola. I work with Surge. When I filled my form, I declined all benefits, so I don't understand why you are doing deductions from my pay. Okay, let me check on that. Surge Staffing, what's the last four of your Social? The last four digits of my Social is 4341. And what was your first and last name again? My first name is Latifa. The last name is Falola. And for security purposes, can you verify your home address, including city, state and zip code? 205 Benton Drive Lane. Your date of birth. Say what? Date of birth is 73-69... Sorry, 731967. And your telephone number has 214-944-0063. Yes. And the email has jenslink@gmail.com? Yes. Okay, so looking at the file, looks like you're not enrolled into anything, so if you experience any deductions, they didn't come from us at Benefits in a Card. I would reach out to Surge Staffing regarding those other deductions. Okay, please reach out to them because I need the money back. Uh, you wouldn't have to do that. You would have to reach out specifically to HR. We don't have access to payroll or anything like that. Well, if you do- Like I said, looking at your file, you're not enrolled into anything, so those deductions are not coming from us. So I need to reach out to the HR, eh? Correct, at your local branch, yes. Okay, I appreciate it. You're welcome. Have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: My name is Latifa Falola. I work with Surge. When I filled my form, I declined all benefits, so I don't understand why you are doing deductions from my pay.

Speaker speaker\_0: Okay, let me check on that. Surge Staffing, what's the last four of your Social?

Speaker speaker\_1: The last four digits of my Social is 4341.

Speaker speaker\_0: And what was your first and last name again?

Speaker speaker\_1: My first name is Latifa. The last name is Falola.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: 205 Benton Drive Lane.

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Say what? Date of birth is 73-69... Sorry, 731967.

Speaker speaker\_0: And your telephone number has 214-944-0063.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email has jenslink@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looking at the file, looks like you're not enrolled into anything, so if you experience any deductions, they didn't come from us at Benefits in a Card. I would reach out to Surge Staffing regarding those other deductions.

Speaker speaker\_1: Okay, please reach out to them because I need the money back.

Speaker speaker\_0: Uh, you wouldn't have to do that. You would have to reach out specifically to HR. We don't have access to payroll or anything like that.

Speaker speaker\_1: Well, if you do-

Speaker speaker\_0: Like I said, looking at your file, you're not enrolled into anything, so those deductions are not coming from us.

Speaker speaker\_1: So I need to reach out to the HR, eh?

Speaker speaker\_0: Correct, at your local branch, yes.

Speaker speaker\_1: Okay, I appreciate it.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye.