

Transcript: Justin

Mills-5642927657893888-5494797993951232

Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Uh, yes. I was supposed to get a call back today. I haven't received one yet. I was just... This is just a follow-up from, uh, Friday. I had, uh, I had a issue where you all were take, taking money out of my check. But I had already opted out of the insurance, so I'm trying to make sure I don't int- end up having to further the deduction and trying to see if I can get the money back that was taken out, because I'm not enrolled in any insurance. And I had- Yeah. ... spoken to someone on Friday. I can't remember their name. Yeah. Let me check on that for you. Um, Search Staffing, you said? Excuse me? I said, do you work for Search Staffing? Yes. I'm asking, do you work for Search Staffing? Yes, I do. Okay. Well, Search Staffing, what's the last four of your social? Three... Tony Washington. Washington? Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Washington? Uh, 105... Yes, 115 Road 140, Nettleton, Mississippi 38850. And confirm your date of birth? June 20th, 1980. And a good telephone number have a 662-400-2385. Yes. And the email I have is deltaboys1419@gmail.com? Yes. Okay, so let me check note history and see what's going on. So just bear with me one second, okay? Okay. Okay. Deductions... . Okay. So I see. So it looks like our account manager that's responsible for Search Staffing notated on your account. So that deduction you experienced will be sent back to the client for them to refund you. It should appear back on his paycheck within two checks. Um, and that was the 13th, so that was yesterday. So she notated the file yesterday. So you should receive that refund within the next two checks from- Okay. ... our account manager. Okay. But then they won't be taking it if it's a deduction, right? Correct. Yes, sir. Okay. All right. Thanks, man. You're welcome. Is there anything else I can assist you with today, Tony? Uh, uh, no, that's good. Awesome. Well, you have a wonderful day, okay? All right. Thanks. You too. All right. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Uh, yes. I was supposed to get a call back today. I haven't received one yet. I was just... This is just a follow-up from, uh, Friday. I had, uh, I had a issue where you all were take, taking money out of my check. But I had already opted out of the insurance, so I'm trying to make sure I don't int- end up having to further the deduction and trying to see if I can get the money back that was taken out, because I'm not enrolled in any insurance. And I had-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... spoken to someone on Friday. I can't remember their name.

Speaker speaker_0: Yeah. Let me check on that for you. Um, Search Staffing, you said?

Speaker speaker_1: Excuse me?

Speaker speaker_0: I said, do you work for Search Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm asking, do you work for Search Staffing?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Okay. Well, Search Staffing, what's the last four of your social?

Speaker speaker_1: Three... Tony Washington.

Speaker speaker_0: Washington? Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Washington?

Speaker speaker_1: Uh, 105... Yes, 115 Road 140, Nettleton, Mississippi 38850.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: June 20th, 1980.

Speaker speaker_0: And a good telephone number have a 662-400-2385.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is deltaboys1419@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let me check note history and see what's going on. So just bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Deductions... . Okay. So I see. So it looks like our account manager that's responsible for Search Staffing notated on your account. So that deduction you experienced will be sent back to the client for them to refund you. It should appear back on his paycheck within two checks. Um, and that was the 13th, so that was yesterday. So she notated the file yesterday. So you should receive that refund within the next two checks from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... our account manager.

Speaker speaker_1: Okay. But then they won't be taking it if it's a deduction, right?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. All right. Thanks, man.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Tony?

Speaker speaker_1: Uh, uh, no, that's good.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thanks. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: All right.