

Transcript: Malcolm

Nash-5417269659746304-6613669877694464

Full Transcript

Pensacola Emergency Services in the car. This is Malcolm, how can I help you? Um, I had a call from you and it was on my voicemail, but it just had to... had for me to check a number. But, um, I was trying to... I had an overpayment on my insurance, and I talked to a lady in there. So we mailed in my... or emailed my, um, pay stubs where I had missed a day or I had missed signing in a day. So they had to make another check to make up for it. But I got both checks in the same week, for the same week period, but they took out the insurance twice. And so, um, the week after January 10th, I was off a week, so they didn't get a payment for that. But they have the overpayment, so I wanted them to apply that for that week. And we emailed that in. What staffing company do you work for, ma'am? Man-Tan in Mount Vernon, Ohio. The last four of your social. 4998. First name? Eva. Last name? Nash. Okay. For security purposes, can you verify address and date of birth for me? 01/10/59. And, um, address is 3096 Kings Corners Road West, Lexington, Ohio 44904. Thank you. So we got your phone number, 740-360-3075? Yes. And your email is eva.c.nash@gmail.com? Yes. Thank you. All right. So it looks like she made an outbound call for you to let you know that the main office informed us that the pay stubs that you sent were two different checks, they were for two different time periods. So that you would have to... So that you should have the deductions because they're two different weeks that they were being applied to different checks. No, it's the same week. I know that, on the check, if you look at it, you can look at it. On the check, they were both paid on the, um, two consecutive days, like the 26th and 27th, something like that. It's the date of the checks that I got. On one of the checks, they put 11 instead of 12 for the month, but that was just a mistake on someone's part. Ma'am, if I put you on brief hold, ma'am. Pardon me? Do you mind if I put you in a brief hold? Okay. Thank you. My hand. Mm-hmm. They pay for it. Have you been with HIV? 11 years. HIV status, you can get it whether you're- Yes. So you're saying somebody marked their check as wrong and this should have been the same date? Yes. Yes, the lady in ManCan is familiar with this when that first happened, and I had to go in and have my check corrected. She's familiar with it. She sent... You know, had it done. They did pay me for the day that, that they hadn't, but they took out the insurance on that check. And she just emailed those in for me. Emailed them to whom exactly? Um, in t- somebody in your office. Um, but she can verify that, that, you know, what I'm telling you is correct. I pointed out t- to her that someone had made a mistake on that and put 11 instead of 12. But it actually... And you look at the, the date on the check that I got was actually on the same week, so. And it has the correct date on the check. You want to ex- Oh, so I'm gonna get my manager. You mind explaining this to them? Okay. All right, just hold. Did you leave the bar with him? Are you there, Ms. Nash? Yes. So, uh, he was able to listen to our, our phone call. So, basically what's going on is we haven't received the updated information that you said she sent over. So we're just waiting to receive that. Now, you just

told me that the lady denied it because of that. I didn't say- Because of the date on the one paper. So you did receive it. Okay. And you received it from my employer's office. We haven't... We have nothing on file showing that there any correct check stubs has happened, ma'am. That's what I just explained. I never said that we saw any pay stubs with the correct date. I explained to you what was left in the notes. It says, "We called Cathy Nash to clarify a double charge issue. Cathy believed they were double charged but explained that it charges for two different pay periods." And that's... They left you voicemail on the end. That's the information that's not on the other, on the top part. You can see that the date on the top parts are the same. Well, unfortunately, Ms. Nash, right now- Are you listening to me? ... we're not... We, uh, from work, I don't have access to the back office, so we do not have any updated information for you at this moment. Okay, what do you need now? Uh- I sent what you requested. It shows perfectly on there. It has the date on the top part. It shows that it was... The check was cut to make up the difference and they took insurance out on both checks. So what do you need now? And that was sent from my office where I work. She knows all about it. Can you contact them? I would not be able to contact them because that's the situation handled by the back office. And again, my supervisor, based on he had available, he said we have not received any updated information outside the r- the, the pay stub that we have that has two different dates on it. All right. I will have my employer get ahold of you. Great. Well, was there anything else I can help you with today, Ms. Nash? No, thank you. You have a good day. Thanks for calling Better Business. You too. Thank you.

Conversation Format

Speaker speaker_0: Pensacola Emergency Services in the car. This is Malcolm, how can I help you?

Speaker speaker_1: Um, I had a call from you and it was on my voicemail, but it just had to... had for me to check a number. But, um, I was trying to... I had an overpayment on my insurance, and I talked to a lady in there. So we mailed in my... or emailed my, um, pay stubs where I had missed a day or I had missed signing in a day. So they had to make another check to make up for it. But I got both checks in the same week, for the same week period, but they took out the insurance twice. And so, um, the week after January 10th, I was off a week, so they didn't get a payment for that. But they have the overpayment, so I wanted them to apply that for that week. And we emailed that in.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: Man-Tan in Mount Vernon, Ohio.

Speaker speaker_0: The last four of your social.

Speaker speaker_1: 4998.

Speaker speaker_0: First name?

Speaker speaker_1: Eva.

Speaker speaker_0: Last name?

Speaker speaker_1: Nash.

Speaker speaker_0: Okay. For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: 01/10/'59. And, um, address is 3096 Kings Corners Road West, Lexington, Ohio 44904.

Speaker speaker_0: Thank you. So we got your phone number, 740-360-3075?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is eva.c.nash@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So it looks like she made an outbound call for you to let you know that the main office informed us that the pay stubs that you sent were two different checks, they were for two different time periods. So that you would have to... So that you should have the deductions because they're two different weeks that they were being applied to different checks.

Speaker speaker_1: No, it's the same week. I know that, on the check, if you look at it, you can look at it. On the check, they were both paid on the, um, two consecutive days, like the 26th and 27th, something like that. It's the date of the checks that I got. On one of the checks, they put 11 instead of 12 for the month, but that was just a mistake on someone's part.

Speaker speaker_0: Ma'am, if I put you on brief hold, ma'am.

Speaker speaker_1: Pardon me?

Speaker speaker_0: Do you mind if I put you in a brief hold?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: My hand.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: They pay for it.

Speaker speaker_4: Have you been with HIV? 11 years. HIV status, you can get it whether you're-

Speaker speaker_1: Yes.

Speaker speaker_5: So you're saying somebody marked their check as wrong and this should have been the same date?

Speaker speaker_1: Yes. Yes, the lady in ManCan is familiar with this when that first happened, and I had to go in and have my check corrected. She's familiar with it. She sent... You know, had it done. They did pay me for the day that, that they hadn't, but they took out the insurance on that check. And she just emailed those in for me.

Speaker speaker_5: Emailed them to whom exactly?

Speaker speaker_1: Um, in t- somebody in your office. Um, but she can verify that, that, you know, what I'm telling you is correct. I pointed out t- to her that someone had made a mistake on that and put 11 instead of 12. But it actually... And you look at the, the date on the check that I got was actually on the same week, so. And it has the correct date on the check.

Speaker speaker_5: You want to ex- Oh, so I'm gonna get my manager. You mind explaining this to them?

Speaker speaker_1: Okay.

Speaker speaker_5: All right, just hold.

Speaker speaker_6: Did you leave the bar with him?

Speaker speaker_0: Are you there, Ms. Nash?

Speaker speaker_1: Yes.

Speaker speaker_0: So, uh, he was able to listen to our, our phone call. So, basically what's going on is we haven't received the updated information that you said she sent over. So we're just waiting to receive that.

Speaker speaker_1: Now, you just told me that the lady denied it because of that.

Speaker speaker_0: I didn't say-

Speaker speaker_1: Because of the date on the one paper. So you did receive it.

Speaker speaker_0: Okay.

Speaker speaker_1: And you received it from my employer's office.

Speaker speaker_0: We haven't... We have nothing on file sh- showing that there any correct check stubs has happened, ma'am. That's what I just explained. I never said that we saw any pay stubs with the correct date. I explained to you what was left in the notes. It says, "We called Cathy Nash to clarify a double charge issue. Cathy believed they were double charged but explained that it charges for two different pay periods." And that's... They left you voicemail on the end.

Speaker speaker_1: That's the information that's not on the other, on the top part. You can see that the date on the top parts are the same.

Speaker speaker_0: Well, unfortunately, Ms. Nash, right now-

Speaker speaker_1: Are you listening to me?

Speaker speaker_0: ... we're not... We, uh, from work, I don't have access to the back office, so we do not have any updated information for you at this moment.

Speaker speaker_1: Okay, what do you need now?

Speaker speaker_0: Uh-

Speaker speaker_1: I sent what you requested. It shows perfectly on there. It has the date on the top part. It shows that it was... The check was cut to make up the difference and they took insurance out on both checks. So what do you need now? And that was sent from my office where I work. She knows all about it. Can you contact them?

Speaker speaker_0: I would not be able to contact them because that's the situation handled by the back office. And again, my supervisor, based on he had available, he said we have not received any updated information outside the r- the, the pay stub that we have that has two different dates on it.

Speaker speaker_1: All right. I will have my employer get ahold of you.

Speaker speaker_0: Great. Well, was there anything else I can help you with today, Ms. Nash?

Speaker speaker_1: No, thank you. You have a good day.

Speaker speaker_0: Thanks for calling Better Business. You too. Thank you.