

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, yes, ma'am. My name is Shirley Fulton, and I had received a text that there had been a lapse in my payment. Um, I checked with our payroll office and sh- they actually had to issue two separate checks to me last week, and she said it does show on one of those checks that the deduction was made. I just wanted to make sure that everything was still in order. Okay. Um, let's see. Who do you work for? I work for HG Staffing. HG? Yes. May I have the last four digits of your Social? 7140. You said HG... Hmm? HG Staffing. Hold on one second. There's something coming up. Ms. Fulton? Yes. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. It's 122 Gay Road, McMinnville, Tennessee 37110. And my birthday is 3-1-79. Thank you for the information. We have a telephone number on file, 931-743-2316. That's correct. And your email is sheila.benn@gmail.com? Yes. All right. So yes, we did not receive the payment for this week. Um, do you miss it with co-work? No, the- they actually, they issued two separate checks. She went back and looked and it does show that the deduction was taken out of one of the checks for last week. Okay. So, it's not showing in our system. Um, let me see here. She said if there was any questions you could contact her. No problem. So, what I suggest you to do, I mean if you, um... 'Cause we don't have access to your payroll, what I could do, I could send you an email- Mm-hmm. ... that you could, um, take a screenshot or however, however is easier for you, and send us a copy of your PayPal showing the deduction. And- Okay. ... that way we'll be able to, um, communicate with them and let them know that yes, it's showing or whatever the case may be. Um, and we can work from there. But, um- Okay. ... since we don't have any access to your payroll and we won't see it, um, I think that's the best bet. And then we could take... After we receive the, the information, it takes about 72 hours for us to get back to you. I will be calling you back and letting you know that we receive it and then we go over the, um, the resolution on it. Okay. Yes. That would be great. Great. Okay. Yes. I don't want, want anything to lapse on that. Yeah. So the email is coming from info@benefitsinacar. Check your spam and junk mail. Okay. And, um, and as soon as you send it back, the sooner the better 'cause today is Thursday, so if you send it back today most likely we'll see it tomorrow. Um- Okay. ... and then we'll go over it and I'm going to speak, probably be giving you a call by Monday or Tuesday. Okay. That sounds good. I will get that, that taken care of when I get home. I'll check my email and try to get that over to you. No problem. If you have any other questions, we're here from 8:00 AM to 8:00 PM Eastern Time. Okay, perfect. Thank you very much. All right. Thank you for giving us a call. Have a great rest of the day. You too. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. My name is Shirley Fulton, and I had received a text that there had been a lapse in my payment. Um, I checked with our payroll office and sh- they actually had to issue two separate checks to me last week, and she said it does show on one of those checks that the deduction was made. I just wanted to make sure that everything was still in order.

Speaker speaker_1: Okay. Um, let's see. Who do you work for?

Speaker speaker_2: I work for HG Staffing.

Speaker speaker_1: HG?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 7140.

Speaker speaker_1: You said HG...

Speaker speaker_2: Hmm? HG Staffing.

Speaker speaker_1: Hold on one second. There's something coming up. Ms. Fulton?

Speaker speaker_2: Yes.

Speaker speaker_1: For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. It's 122 Gay Road, McMinnville, Tennessee 37110. And my birthday is 3-1-79.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 931-743-2316.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email is sheila.benn@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So yes, we did not receive the payment for this week. Um, do you miss it with co-work?

Speaker speaker_2: No, the- they actually, they issued two separate checks. She went back and looked and it does show that the deduction was taken out of one of the checks for last week.

Speaker speaker_1: Okay. So, it's not showing in our system. Um, let me see here.

Speaker speaker_2: She said if there was any questions you could contact her.

Speaker speaker_1: No problem. So, what I suggest you to do, I mean if you, um... 'Cause we don't have access to your payroll, what I could do, I could send you an email-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that you could, um, take a screenshot or however, however is easier for you, and send us a copy of your PayPal showing the deduction. And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that way we'll be able to, um, communicate with them and let them know that yes, it's showing or whatever the case may be. Um, and we can work from there. But, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... since we don't have any access to your payroll and we won't see it, um, I think that's the best bet. And then we could take... After we receive the, the information, it takes about 72 hours for us to get back to you. I will be calling you back and letting you know that we receive it and then we go over the, um, the resolution on it.

Speaker speaker_2: Okay. Yes. That would be great.

Speaker speaker_1: Great. Okay.

Speaker speaker_2: Yes. I don't want, want anything to lapse on that.

Speaker speaker_1: Yeah. So the email is coming from info@benefitsinacar. Check your spam and junk mail.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um, and as soon as you send it back, the sooner the better 'cause today is Thursday, so if you send it back today most likely we'll see it tomorrow. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and then we'll go over it and I'm going to speak, probably be giving you a call by Monday or Tuesday.

Speaker speaker_2: Okay. That sounds good. I will get that, that taken care of when I get home. I'll check my email and try to get that over to you.

Speaker speaker_1: No problem. If you have any other questions, we're here from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay, perfect. Thank you very much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye.