

Transcript: Pearl

Rojas-4666340070965248-4723048537440256

Full Transcript

Hi, good morning. Thank you for calling the ... part. My name is Pearl. Who did I place the order with? This is Regina. I'm trying to see, uh, how much is on my card. My balance is wrong. I called the temp agency. Your balance on what card? On Wisely card. Okay. So we do health insurance. We don't- And it, it's not wrong. I couldn't get it out of the machine, and they taking my money, so I don't understand. I had- So I'd like- I already had it in my account. I already had 300 on my card, and when I got paid, I got five, so- Okay. ... I'm not getting out my money. So, we don't... We don't, um... We're not part of the staffing agency. We do the healthcare for staffing agencies. You would have to speak with them. Did you explain that it was MoneyWise, your paycheck? 'Cause we don't take care of your paycheck. Well, I told them what was going on, and, uh, they said I have to wait for a minute because they think... Y'all think somebody's stealing or something, you know. You know how people use your card and they think you're stealing? But it's me exactly. What staffing agency do you work for? Serge. And what are the last four digits of your Social? 4673. Okay. And if you can confirm your address and date of birth. Date of birth of September 13, 1967. Address, 7696 Faulkner Line, Southhay, Mississippi 38671. Okay. And I have your phone number as 901-830-5116? Right. I have your email address as H... Sorry, rhury@gmail.com? What did you say, ma'am? I have your email address as rhury@gmail.com? Rhury67@gmail.com. Okay, 67. All right. So taking a look here, you're not enrolled in any benefits, and you declined in November on... Uh, November of last year. Mm-hmm. So it's not... There's no money being taken out for your insurance. I understand what you're saying. But what I supposed to do? Speak to your staffing agency and let them know that there's no deductions from the insurance carriers, that you need to know where- Mm-hmm. ... why you're missing money. Okay, I'll call back. I'll call back on lunch. Okay, thank you. Have a great day. What's your name? Pearl. Okay, Pearl. Thank you. No problem. Have a great day. Okay.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling the ... part. My name is Pearl. Who did I place the order with?

Speaker speaker_1: This is Regina. I'm trying to see, uh, how much is on my card. My balance is wrong. I called the temp agency.

Speaker speaker_0: Your balance on what card?

Speaker speaker_1: On Wisely card.

Speaker speaker_0: Okay. So we do health insurance. We don't-

Speaker speaker_1: And it, it's not wrong. I couldn't get it out of the machine, and they taking my money, so I don't understand. I had-

Speaker speaker_0: So I'd like-

Speaker speaker_1: I already had it in my account. I already had 300 on my card, and when I got paid, I got five, so-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'm not getting out my money.

Speaker speaker_0: So, we don't... We don't, um... We're not part of the staffing agency. We do the healthcare for staffing agencies. You would have to speak with them. Did you explain that it was MoneyWise, your paycheck? 'Cause we don't take care of your paycheck.

Speaker speaker_1: Well, I told them what was going on, and, uh, they said I have to wait for a minute because they think... Y'all think somebody's stealing or something, you know. You know how people use your card and they think you're stealing? But it's me exactly.

Speaker speaker_0: What staffing agency do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And what are the last four digits of your Social?

Speaker speaker_1: 4673.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Date of birth of September 13, 1967. Address, 7696 Faulkner Line, Southhay, Mississippi 38671.

Speaker speaker_0: Okay. And I have your phone number as 901-830-5116?

Speaker speaker_1: Right.

Speaker speaker_0: I have your email address as H... Sorry, rhury@gmail.com?

Speaker speaker_1: What did you say, ma'am?

Speaker speaker_0: I have your email address as rhury@gmail.com?

Speaker speaker_1: Rhury67@gmail.com.

Speaker speaker_0: Okay, 67. All right. So taking a look here, you're not enrolled in any benefits, and you declined in November on... Uh, November of last year.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it's not... There's no money being taken out for your insurance.

Speaker speaker_1: I understand what you're saying. But what I supposed to do?

Speaker speaker_0: Speak to your staffing agency and let them know that there's no deductions from the insurance carriers, that you need to know where-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... why you're missing money.

Speaker speaker_1: Okay, I'll call back. I'll call back on lunch. Okay, thank you.

Speaker speaker_0: Have a great day.

Speaker speaker_1: What's your name?

Speaker speaker_0: Pearl.

Speaker speaker_1: Okay, Pearl. Thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Okay.