

Transcript: Pearl

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Full Transcript

... benefits in a card. My name is Pearl Hood. I have a pleasure speaking with- Oh, I'm Maurice Hornilles. How you doing, sir? And how can I assist you? How you doing, ma'am? I'm good, and yourself? Okay. I was just, again, sorry, I, I just call you because, um, I got a, I got someone call me about my insurance don't pay about the m- the money, but they a- they called me to pay, uh, by my pocket. Would I be talk with someone before to try to take the money? He said the money cannot go through, but when I see in my, in my card the money, the money go through or not. So can you check, can you check everything for me, please? Okay. What's the name of the staffing agency you work for? The issue, uh, they say my insurance doesn't pay, does, does not pay. That's why I have to pay- Yep. ... in my pocket about that, uh, 40 years. Yes. What is, um, what is the name of the, the staffing agency that you work for? ATC, ATC. ATC? Okay, and the last four digits of your social? 9218. 9218. And repeat your name for me. Uh, Maurice Hornilles. Okay, and if you can confirm your address and date of birth. 169 Lincoln Avenue, Mamaroneck, New York, 11950, 11492789. Okay, and I have your phone number as 470-388-8862? 86- correct. Okay, give me one moment. Okay, cool. Okay, I need... Okay, bear with me one moment. Mm-hmm. Okay, and you said that, that you were told by the previous person that the, the transaction wasn't successful, but when you spoke to your bank, the money did come out of your account? No, but I, I, I'm not... I just checked my account one last and the money go through with, uh, with, uh, the, uh, the company. Okay, what is it? So you see that it was deducted the, the amount? What, can you confirm how much was take, was deducted? How much you paid? Oh, 49, 49.60, 60 cents. And, okay, so it says that it, it did process \$49.60. How much 61 was it? Do I know, ma'am? So your app did confirm that the amount was taken? Yeah, the, the app confirm the amount is taken. How, how much does the app say? Well, 03... Check card 0311 Benefit, uh, Guarantee LLC, Greenville, SC. Okay, and the amount? 49.60, yes. What is... Okay. The amount 30- And, um- ... not there. Okay, uh, give me one moment, please. You're on a brief hold. Thank you so much for holding. Just bear with me one more moment. I'm seeing what we can do here, okay? Yes, ma'am. Thank you so much for holding. So- Yeah. So, um, what I'm gonna- Yes, ma'am. ... I'm gonna have to reach out to our main office and have them see what's going on because the payment isn't showing in our system. Um, so I'm gonna- Oh, okay. ... try to ... they look into it. This process does take about 24 to 48 hours for them- Mm-hmm. ... to let us know what's going on. Once they give me a idea of what's going on or how to proceed, I will give you a call back and we can go from there, okay? Oh, okay. Thank you so much. So that mean you see, you see the payment in the system, right? No. That's the issue. We're not seeing the payment. It may have, um, you may see it on your app, but, um, how do, how do I say this? It's, it could be that it didn't go through, uh, but because you tried to make the payment, it shows it. Um, but it could be that tomorrow the payment is, is returned to you or it

could be that it returns to you later today because it's not showing in our system. So if something may have went wrong, um, it didn't go through our system. Um, I'm gonna have my main office check on it and then when I give you a call back, I'll, we'll just see if, if the payment was reversed or if you still see it processed or like completely processed through, then we can go from there. But at the moment I do have to have them investigate. Okay. But wh- I received a message, a message right now, it's a dispute on transaction. Transaction. I'm sorry, what was that? Dispute on, transaction dispute from my bank. You received that message? Yeah, I received the message but I'm not, I'm, I'm not click on it. Okay. What I would re- what I could, what I would recommend you do is give them a call, um, and speak to them about it because it didn't go through our system, but it's showing in your bank account, um, and see what they can do because, I mean, we don't, we didn't receive it. Okay. So, so, okay, so cal- uh, who do I have to call? Call, call, call my bank or call you again? So first, first call your bank and, um, tell them that you were trying to make a tra- you were trying to, uh, make a transact- transaction, but it wasn't going through, but it's showing on your app, um, and see if they can tell you what's going on- Okay. ... or what happened. It could be that simply the bank doesn't see it as a normal transaction and stopped it or something like that. I'm not sure how your bank works, but it could be something like that. They didn't recognize the kind of transaction. Um, but if you give them a call and let them know that you did make that transaction, um, they can possibly fix it on their end. Oh, okay. All right. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: ... benefits in a card. My name is Pearl Hood. I have a pleasure speaking with-

Speaker speaker_1: Oh, I'm Maurice Hornilles. How you doing, sir?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: How you doing, ma'am?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: Okay. I was just, again, sorry, I, I just call you because, um, I got a, I got someone call me about my insurance don't pay about the m- the money, but they a- they called me to pay, uh, by my pocket. Would I be talk with someone before to try to take the money? He said the money cannot go through, but when I see in my, in my card the money, the money go through or not. So can you check, can you check everything for me, please?

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: The issue, uh, they say my insurance doesn't pay, does, does not pay. That's why I have to pay-

Speaker speaker_0: Yep.

Speaker speaker_1: ... in my pocket about that, uh, 40 years.

Speaker speaker_0: Yes. What is, um, what is the name of the, the staffing agency that you work for?

Speaker speaker_1: ATC, ATC.

Speaker speaker_0: ATC? Okay, and the last four digits of your social?

Speaker speaker_1: 9218.

Speaker speaker_0: 9218. And repeat your name for me.

Speaker speaker_1: Uh, Maurice Hornilles.

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

Speaker speaker_1: 169 Lincoln Avenue, Mamaroneck, New York, 11950, 11492789.

Speaker speaker_0: Okay, and I have your phone number as 470-388-8862?

Speaker speaker_1: 86- correct.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Okay, cool.

Speaker speaker_0: Okay, I need... Okay, bear with me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, and you said that, that you were told by the previous person that the, the transaction wasn't successful, but when you spoke to your bank, the money did come out of your account?

Speaker speaker_1: No, but I, I, I'm not... I just checked my account one last and the money go through with, uh, with, uh, the, uh, the company.

Speaker speaker_0: Okay, what is it? So you see that it was deducted the, the amount? What, can you confirm how much was take, was deducted? How much you paid?

Speaker speaker_1: Oh, 49, 49.60, 60 cents.

Speaker speaker_0: And, okay, so it says that it, it did process \$49.60. How much 61 was it?

Speaker speaker_1: Do I know, ma'am?

Speaker speaker_0: So your app did confirm that the amount was taken?

Speaker speaker_1: Yeah, the, the app confirm the amount is taken.

Speaker speaker_0: How, how much does the app say?

Speaker speaker_1: Well, 03... Check card 0311 Benefit, uh, Guarantee LLC, Greenville, SC.

Speaker speaker_0: Okay, and the amount?

Speaker speaker_1: 49.60, yes.

Speaker speaker_0: What is... Okay.

Speaker speaker_1: The amount 30-

Speaker speaker_0: And, um-

Speaker speaker_1: ... not there.

Speaker speaker_0: Okay, uh, give me one moment, please. You're on a brief hold. Thank you so much for holding. Just bear with me one more moment. I'm seeing what we can do here, okay?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Thank you so much for holding. So-

Speaker speaker_3: Yeah.

Speaker speaker_2: So, um, what I'm gonna-

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: ... I'm gonna have to reach out to our main office and have them see what's going on because the payment isn't showing in our system. Um, so I'm gonna-

Speaker speaker_3: Oh, okay.

Speaker speaker_2: ... try to

Speaker speaker_4: ... they look into it. This process does take about 24 to 48 hours for them-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... to let us know what's going on. Once they give me a idea of what's going on or how to proceed, I will give you a call back and we can go from there, okay?

Speaker speaker_3: Oh, okay. Thank you so much. So that mean you see, you see the payment in the system, right?

Speaker speaker_2: No. That's the issue. We're not seeing the payment. It may have, um, you may see it on your app, but, um, how do, how do I say this? It's, it could be that it didn't go through, uh, but because you tried to make the payment, it shows it. Um, but it could be that tomorrow the payment is, is returned to you or it could be that it returns to you later today because it's not showing in our system. So if something may have went wrong, um, it didn't go through our system. Um, I'm gonna have my main office check on it and then when I give you a call back, I'll, we'll just see if, if the payment was reversed or if you still see it processed or like completely processed through, then we can go from there. But at the moment I do have to have them investigate. Okay.

Speaker speaker_3: But wh- I received a message, a message right now, it's a dispute on transaction. Transaction.

Speaker speaker_2: I'm sorry, what was that?

Speaker speaker_3: Dispute on, transaction dispute from my bank.

Speaker speaker_2: You received that message?

Speaker speaker_3: Yeah, I received the message but I'm not, I'm, I'm not click on it.

Speaker speaker_2: Okay. What I would re- what I could, what I would recommend you do is give them a call, um, and speak to them about it because it didn't go through our system, but it's showing in your bank account, um, and see what they can do because, I mean, we don't, we didn't receive it.

Speaker speaker_3: Okay. So, so, okay, so cal- uh, who do I have to call? Call, call, call my bank or call you again?

Speaker speaker_2: So first, first call your bank and, um, tell them that you were trying to make a tra- you were trying to, uh, make a transact- transaction, but it wasn't going through, but it's showing on your app, um, and see if they can tell you what's going on-

Speaker speaker_3: Okay.

Speaker speaker_2: ... or what happened. It could be that simply the bank doesn't see it as a normal transaction and stopped it or something like that. I'm not sure how your bank works, but it could be something like that. They didn't recognize the kind of transaction. Um, but if you give them a call and let them know that you did make that transaction, um, they can possibly fix it on their end.

Speaker speaker_3: Oh, okay. All right. Thank you so much.

Speaker speaker_2: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_3: You too. Bye-bye.