Transcript: Pearl Rojas-5469554375049216-4801616810786816

Full Transcript

Good afternoon. Thank you for calling Benefits In A Card. My name is Pearl. Who have the pleasure of speaking with? Uh, yes, Tony Washington. And how can I assist you? Uh, yes, I was calling, uh... I called a couple, few weeks ago. Um, you all had taken some money out of my check. I worked, worked through Surge and, uh, you had taken for the insurance that I didn't sign up for, 'cause I had already opted out. But they were supposed to return the payment today, by today, and- Mm-hmm. ... and I still haven't received my refund yet. I do have the last four digits of your social? 1093. Your address and date of birth, please? Uh, 115 Road 140, Nettleton, Mississippi 38858. June 28, 1980. And your phone number is 662-400-2385? Yeah. And have you emailed us as deltaboys, boys1419 at gmail.com? Yes. Okay, bear with me one moment. Okay, so it looks like they already, um, the... Wait, so the, the deduction was already sent back to your staffing agency and it should have w- it should have appeared within two paychecks of the 13th of this month. Since it's already been sent back to your agency, you would have to speak to them about why it's not on your, your payroll check or why had, you haven't received it. We no longer re- have that deduction. Okay. Do you have a date on when you all sent it? Um... No, not an exact date. But that it said, uh, it says here that we did... We... It should be re- uh, reflecting in your payroll check within two weeks, um, within two paychecks, which from the 13th to now would've been today, the second one. So you do have to speak to your agency. Okay. Yeah, that's why... that's what I thought. That's why I say it should have been there today. Mm-hmm. Actually, if you're- Okay. Well, I have to speak with them. Mm-hmm. Okay. Okay. Thank you so much for calling. You have a good day. All right. Thanks.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits In A Card. My name is Pearl. Who have the pleasure of speaking with?

Speaker speaker_1: Uh, yes, Tony Washington.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes, I was calling, uh... I called a couple, few weeks ago. Um, you all had taken some money out of my check. I worked, worked through Surge and, uh, you had taken for the insurance that I didn't sign up for, 'cause I had already opted out. But they were supposed to return the payment today, by today, and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I still haven't received my refund yet.

Speaker speaker_0: I do have the last four digits of your social?

Speaker speaker_1: 1093.

Speaker speaker_0: Your address and date of birth, please?

Speaker speaker_1: Uh, 115 Road 140, Nettleton, Mississippi 38858. June 28, 1980.

Speaker speaker_0: And your phone number is 662-400-2385?

Speaker speaker_1: Yeah.

Speaker speaker_0: And have you emailed us as deltaboys, boys1419 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, bear with me one moment. Okay, so it looks like they already, um, the... Wait, so the, the deduction was already sent back to your staffing agency and it should have w- it should have appeared within two paychecks of the 13th of this month. Since it's already been sent back to your agency, you would have to speak to them about why it's not on your, your payroll check or why had, you haven't received it. We no longer re- have that deduction.

Speaker speaker_1: Okay. Do you have a date on when you all sent it?

Speaker speaker_0: Um... No, not an exact date. But that it said, uh, it says here that we did... We... It should be re- uh, reflecting in your payroll check within two weeks, um, within two paychecks, which from the 13th to now would've been today, the second one. So you do have to speak to your agency.

Speaker speaker_1: Okay. Yeah, that's why... that's what I thought. That's why I say it should have been there today.

Speaker speaker_0: Mm-hmm. Actually, if you're-

Speaker speaker_1: Okay. Well, I have to speak with them.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Thank you so much for calling. You have a good day.

Speaker speaker_1: All right. Thanks.