

## **Transcript: Pearl**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits for the Card. My name is Cheryl. May I have your business, please? Hello. My name is Gabriel Jung. And how can I assist you? Um, I'm calling in re- I, I just received a text message from you guys in regards to payroll. I'm sorry, what was that? I said, I just received a text message from you guys in regards to payroll. In regards to payroll? Yes. Tell me something wrong, before our window closes. But I, I, I got paid last week on Thursday, but I didn't get paid today. This is- Okay. So you would have to call your staffing agency. We take care of the healthcare benefits. Okay. Okay. Okay. Thank you so much. No problem. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits for the Card. My name is Cheryl. May I have your business, please?

Speaker speaker\_1: Hello. My name is Gabriel Jung.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I'm calling in re- I, I just received a text message from you guys in regards to payroll.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: I said, I just received a text message from you guys in regards to payroll.

Speaker speaker\_0: In regards to payroll?

Speaker speaker\_1: Yes. Tell me something wrong, before our window closes. But I, I, I got paid last week on Thursday, but I didn't get paid today. This is-

Speaker speaker\_0: Okay. So you would have to call your staffing agency. We take care of the healthcare benefits.

Speaker speaker\_1: Okay. Okay. Okay. Thank you so much.

Speaker speaker\_0: No problem. You have a great day.