

## Transcript: VICTORIA

**Taylor-4621419815288832-5412317239099392**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi. Um, so I, I, uh, wanted to know who would I be able to speak with in regards to a, um... I, I received a recent pay stub on my app but it, it hasn't hit, uh, my account. Oh, okay. Are you just inquiring about the, the pay stub? Yeah. I just wanted to know the status of the, uh, payment, if possible. 'Cause it's not- Um. I don't see it on... I don't see it in my banking service. Okay. You might need to reach out to your employer directly for that. We just administer, um, like the medical insurance for staffing agencies. Oh, okay. Oh, my, my bad. I must have called the wrong number. Um, I'm just- That's fine. I'm just going off my, um, start day email. I didn't really get a specific customer ser-... I didn't... Do you know? Is there a line that I would, uh... What, what was the line that was more appropriate for this inquiry? My apologies. No, you're fine. Um, I don't have local numbers 'cause we work for, uh, a few different staffing agencies across the state. Oh, I see. I see. My bad. Okay. All right. Yeah. In that case, um, thank you for your time and, uh, have a good one. You're welcome. Mm-hmm. You too.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. Um, so I, I, uh, wanted to know who would I be able to speak with in regards to a, um... I, I received a recent pay stub on my app but it, it hasn't hit, uh, my account.

Speaker speaker\_0: Oh, okay. Are you just inquiring about the, the pay stub?

Speaker speaker\_1: Yeah. I just wanted to know the status of the, uh, payment, if possible. 'Cause it's not-

Speaker speaker\_0: Um.

Speaker speaker\_1: I don't see it on... I don't see it in my banking service.

Speaker speaker\_0: Okay. You might need to reach out to your employer directly for that. We just administer, um, like the medical insurance for staffing agencies.

Speaker speaker\_1: Oh, okay. Oh, my, my bad. I must have called the wrong number. Um, I'm just-

Speaker speaker\_0: That's fine.

Speaker speaker\_1: I'm just going off my, um, start day email. I didn't really get a specific customer ser-... I didn't... Do you know? Is there a line that I would, uh... What, what was the line that was more appropriate for this inquiry? My apologies.

Speaker speaker\_0: No, you're fine. Um, I don't have local numbers 'cause we work for, uh, a few different staffing agencies across the state.

Speaker speaker\_1: Oh, I see. I see. My bad. Okay. All right.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: In that case, um, thank you for your time and, uh, have a good one.

Speaker speaker\_0: You're welcome. Mm-hmm. You too.