

## **Transcript: VICTORIA**

**Taylor-5532497948917760-4825376915668992**

### **Full Transcript**

Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 256557424 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Hey, this message is for Ricky Powell. This is Victoria with Benefits on Accord. Uh, we administer medical insurance for Surge Staffing. We did receive a email, um, with, uh, multiple pay stubs for you, um, where it showed the MEC TelRx being deducted from your paycheck and we have contacted Surge Staffing. Um, it looks like they did refund all of those, uh, deductions to you on your paycheck that was dated, uh, November 12th, 2024. Um, so those have all been refunded back to you according to Surge Staffing. Um, if you have any further questions or concerns, feel free to follow back up with us. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you're satisfied with the message, press one. To listen... To send your message with normal delivery, press one. Thank you. Your message has been sent.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to an automated voice messaging system. Your call is being monitored or recorded for quality assurance purposes. 256557424 is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker\_1: Hey, this message is for Ricky Powell. This is Victoria with Benefits on Accord. Uh, we administer medical insurance for Surge Staffing. We did receive a email, um, with, uh, multiple pay stubs for you, um, where it showed the MEC TelRx being deducted from your paycheck and we have contacted Surge Staffing. Um, it looks like they did refund all of those, uh, deductions to you on your paycheck that was dated, uh, November 12th, 2024. Um, so those have all been refunded back to you according to Surge Staffing. Um, if you have any further questions or concerns, feel free to follow back up with us. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

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