

Transcript: VICTORIA

Taylor-5962973421027328-5885885041131520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I'm a client with you guys, and I need to get, um... You guys just started taking money out my paycheck, and I need my ID number so I can get my prescriptions. Okay. Uh, what's the name of the agency you work for? Uh, Serge, Serge in London. And the last four of your Social? 4544. And, uh, your first and last name? Steven with a V. Last name is Parsley, P-A-R-S-L-E-Y. Okay. Do you mind verifying your address and date of birth? Yeah, 80- 87 Toland Street, London, Ohio, and my birthday's 11/11/76. Phone number 614-551-2001? Yes. Email is going to be steven.parsley413@gmail.com? Yes. Okay. Um, I don't see that your coverage is active yet. We haven't received the, uh, first payroll deduction. Well, I have it on my, I have it on my phone that it was deducted last week. Okay. Um, do you have a copy of that pay stub? Yeah. I mean, it, it doesn't have my name on it 'cause it's on my phone. I'd have to go have it printed out. Okay. Um, what I'll have to do, because like I said, I'm not showing a deduction in our system, um, if you could send over a copy of that pay stub so we can investigate and see what's going on and why we don't have that deduction. Okay. Um, do you have a, a, do you have a fax number or something like that I can send it to you? Um, you, yeah. I mean, you can send it by fax or if there's a way that you can, like, send, like, a... Take a screenshot, like a clear screenshot on your phone- Yeah. ... you can just reply to the email that I'm gonna send to you- Okay. ... with a copy of it. All right. That's cool. Uh, just make sure that that screenshot shows the full pay stub and that it's clear. All right. I appreciate it. Yes, sir. So I just sent the, uh, instructions to your email. You literally just reply to the, the email with the copy of it, that. Once we get it, we'll review it and see what's going on and then follow back up with you from there. All right. I appreciate it. Yes, sir. You have a wonderful day. Bye. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yeah, I'm a client with you guys, and I need to get, um... You guys just started taking money out my paycheck, and I need my ID number so I can get my prescriptions.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Serge, Serge in London.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4544.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Steven with a V. Last name is Parsley, P-A-R-S-L-E-Y.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah, 80- 87 Toland Street, London, Ohio, and my birthday's 11/11/76.

Speaker speaker_1: Phone number 614-551-2001?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is going to be steven.parsley413@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I don't see that your coverage is active yet. We haven't received the, uh, first payroll deduction.

Speaker speaker_2: Well, I have it on my, I have it on my phone that it was deducted last week.

Speaker speaker_1: Okay. Um, do you have a copy of that pay stub?

Speaker speaker_2: Yeah. I mean, it, it doesn't have my name on it 'cause it's on my phone. I'd have to go have it printed out.

Speaker speaker_1: Okay. Um, what I'll have to do, because like I said, I'm not showing a deduction in our system, um, if you could send over a copy of that pay stub so we can investigate and see what's going on and why we don't have that deduction.

Speaker speaker_2: Okay. Um, do you have a, a, do you have a fax number or something like that I can send it to you?

Speaker speaker_1: Um, you, yeah. I mean, you can send it by fax or if there's a way that you can, like, send, like, a... Take a screenshot, like a clear screenshot on your phone-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you can just reply to the email that I'm gonna send to you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with a copy of it.

Speaker speaker_2: All right. That's cool.

Speaker speaker_1: Uh, just make sure that that screenshot shows the full pay stub and that it's clear.

Speaker speaker_2: All right. I appreciate it.

Speaker speaker_1: Yes, sir. So I just sent the, uh, instructions to your email. You literally just reply to the, the email with the copy of it, that. Once we get it, we'll review it and see what's going on and then follow back up with you from there.

Speaker speaker_2: All right. I appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: Bye. You too. Bye.

Speaker speaker_1: Bye-bye.