

Transcript: VICTORIA

Taylor-6657045358395392-6080144378118144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Demand. This is Victoria. How can I help you? Hello, uh, Victoria. It's... I'd like to know if you can help me verify and see if I'm gonna be getting paid this weekend, please? Okay, I'm sorry. What did you need help with? Verifying if I'm gonna get... uh, be getting paid because I worked. Uh, I put in some hours, I was working for a day or two and I'm having a hard time, um, having helped, uh, getting to know if, uh, either my hours are in or I'm... Can you help me in that area, please? We only administrate, like, medical insurance. We don't have anything to do with payroll. Is there anyone I could talk to about payroll? You would need to speak to your pay- like, your, your employer and ask to speak with payroll. Oh, God. See, I'm having a hard time communicating with them, they don't answer at all. I've been, I've been calling and calling ever since the morning and ever since, ever since then, I always get an answering machine. I ha- I don't s- I don't, I don't... Ah, shit, man. I'm getting a little bit frustrated 'cause I don't wanna drive all the way over to... From where I'm at, you know what I mean? I don't know if you can help me in that area or is there a such thing that maybe I could... get ahold of someone? Is there- Like I said- Is it po-... Is it possible? No? No, sir. We only administrate medical insurance for staffing agencies. It's fucked, man. So I'm, pretty much I'm doomed, huh? I'm fucked. All right, sorry. Have a good day.

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 Demand. This is Victoria. How can I help you?

Speaker speaker_2: Hello, uh, Victoria. It's... I'd like to know if you can help me verify and see if I'm gonna be getting paid this weekend, please?

Speaker speaker_1: Okay, I'm sorry. What did you need help with?

Speaker speaker_2: Verifying if I'm gonna get... uh, be getting paid because I worked. Uh, I put in some hours, I was working for a day or two and I'm having a hard time, um, having helped, uh, getting to know if, uh, either my hours are in or I'm... Can you help me in that area, please?

Speaker speaker_1: We only administrate, like, medical insurance. We don't have anything to do with payroll.

Speaker speaker_2: Is there anyone I could talk to about payroll?

Speaker speaker_1: You would need to speak to your pay- like, your, your employer and ask to speak with payroll.

Speaker speaker_2: Oh, God. See, I'm having a hard time communicating with them, they don't answer at all. I've been, I've been calling and calling ever since the morning and ever since, ever since then, I always get an answering machine. I ha- I don't s- I don't, I don't... Ah, shit, man. I'm getting a little bit frustrated 'cause I don't wanna drive all the way over to... From where I'm at, you know what I mean? I don't know if you can help me in that area or is there a such thing that maybe I could... get ahold of someone? Is there-

Speaker speaker_1: Like I said-

Speaker speaker_2: Is it po-... Is it possible? No?

Speaker speaker_1: No, sir. We only administrate medical insurance for staffing agencies.

Speaker speaker_2: It's fucked, man. So I'm, pretty much I'm doomed, huh? I'm fucked. All right, sorry.

Speaker speaker_1: Have a good day.