

Transcript: Chris Sofield

(deactivated)-5858881423065088-5568610353332224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hi. Um, I got a hospital bill, and I was told that a payment was not made during the week that I was in the hospital. And, I'm trying to figure out how that's possible when my payments get made every week through work. Okay. Let me take a look at your file. What staffing company do you work with? Uh, Creative Circle. And the last four of your Social? 8916. Okay. And your first and last name? Kuren, K-U-R-E-N. Last name, S-I-K-A-N-D. All right. Can you verify your address and date of birth, please? Um, 403 12th Street, Brooklyn, New York, 11215. And then 05-2194. Thank you. We have a phone on file of 929-707-4466. Is that correct? Yes. All right. So, our system reflects that the last time any deduction information was entered was on October 24th to provide coverage for the week from October 28th through November 3rd. No deductions have been seen since then, and at this point, it looks like the coverage has self-terminated due to non-payment. Yeah, that's fine, but, uh, my hospital visit was in July. Okay. So, from what I see here, in July, it looks like there were two weeks that were lapsed. One, th- it's the week from July 8th through the 14th, and then one from the week July 22nd through the 28th. This, um, this would be because there may not have been deductions seen the weeks prior to those. Is there a reason for those lapses? Because there were no deductions seen for the weeks prior to those two weeks. But why were there no deductions seen? That would be a question for Creative Circle's payroll team. We are not responsible for the deductions. All we do is tell Creative Circle how much to deduct. The only ti- the only reasons that we could think of, that m- there would be a reason for no deductions, is if there were no p- if there was no payroll files or paychecks processed for that week at all. Can you, can you s- tell me what the first week was? What was that? The week of July 8th through the 14th. 8th through the 14th. Um... Did you receive a paycheck the week before then? I, I should have. Um, so I'm just gonna look through my records really fast. Um... Okay, um... Okay, so, l- what was the second week? July 22nd through the 28th. 22nd through the 28th. Okay. Um, and you're saying Creative Circle is responsible for that? Creative Circle is responsible for making the deductions, as those are handled because th-those are done through your paychecks, which is handled by payroll, which we are not. Okay. So, but basically you guys, if there is a paycheck that's missing in a week, you don't r-retroactively cover that previous week? No, because Creative Circle takes deductions on a week per week basis, and those deductions are always applied to the following week's worth of coverage. They do, they do not take deductions to, to handle any previous or lapsed weeks. Okay. And that, that is something that is done, again, through payroll. We're not responsible for that. Okay. All right, thank you. You're welcome. Anything else? Nope, that's all. All right. Thanks for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, I got a hospital bill, and I was told that a payment was not made during the week that I was in the hospital. And, I'm trying to figure out how that's possible when my payments get made every week through work.

Speaker speaker_1: Okay. Let me take a look at your file. What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8916.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Kuren, K-U-R-E-N. Last name, S-I-K-A-N-D.

Speaker speaker_1: All right. Can you verify your address and date of birth, please?

Speaker speaker_2: Um, 403 12th Street, Brooklyn, New York, 11215. And then 05-2194.

Speaker speaker_1: Thank you. We have a phone on file of 929-707-4466. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So, our system reflects that the last time any deduction information was entered was on October 24th to provide coverage for the week from October 28th through November 3rd. No deductions have been seen since then, and at this point, it looks like the coverage has self-terminated due to non-payment.

Speaker speaker_2: Yeah, that's fine, but, uh, my hospital visit was in July.

Speaker speaker_1: Okay. So, from what I see here, in July, it looks like there were two weeks that were lapsed. One, th- it's the week from July 8th through the 14th, and then one from the week July 22nd through the 28th. This, um, this would be because there may not have been deductions seen the weeks prior to those.

Speaker speaker_2: Is there a reason for those lapses?

Speaker speaker_1: Because there were no deductions seen for the weeks prior to those two weeks.

Speaker speaker_2: But why were there no deductions seen?

Speaker speaker_1: That would be a question for Creative Circle's payroll team. We are not responsible for the deductions. All we do is tell Creative Circle how much to deduct. The only ti- the only reasons that we could think of, that m- there would be a reason for no deductions, is if there were no p- if there was no payroll files or paychecks processed for that week at all.

Speaker speaker_2: Can you, can you s- tell me what the first week was? What was that?

Speaker speaker_1: The week of July 8th through the 14th.

Speaker speaker_2: 8th through the 14th. Um...

Speaker speaker_1: Did you receive a paycheck the week before then?

Speaker speaker_2: I, I should have. Um, so I'm just gonna look through my records really fast. Um... Okay, um... Okay, so, I- what was the second week?

Speaker speaker_1: July 22nd through the 28th.

Speaker speaker_2: 22nd through the 28th. Okay. Um, and you're saying Creative Circle is responsible for that?

Speaker speaker_1: Creative Circle is responsible for making the deductions, as those are handled because th-those are done through your paychecks, which is handled by payroll, which we are not.

Speaker speaker_2: Okay. So, but basically you guys, if there is a paycheck that's missing in a week, you don't r-retroactively cover that previous week?

Speaker speaker_1: No, because Creative Circle takes deductions on a week per week basis, and those deductions are always applied to the following week's worth of coverage. They do, they do not take deductions to, to handle any previous or lapsed weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: And that, that is something that is done, again, through payroll. We're not responsible for that.

Speaker speaker_2: Okay. All right, thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Nope, that's all.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too.