

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, this is Mr. Troy Samuels . All right, sir. How can I help you today? I got a message from you guys said, um, "I have a payroll for the last one to two weeks." Okay. Did it say anything about a lapse in coverage? Yeah. Okay. So that... Okay. So that is just a, a... just a notification that, um, you may have insurance through a staffing company that we partner with. And because there was no deduction recorded out of any sort of paycheck last week, any insurance that you have may be inactive this week. Um, do you work with a staffing company, sir? Yeah. TRC. TRC? Okay. And did you receive any sort of paycheck last week? No. We was off from the 19th until the 6th, that's Monday. Okay. So that, that would then be why you, why you received that text message. Because you recei- because you had no paycheck for last week- Yeah. ... there was no deduction coming out of your ch- there was no deduction to come out of a check to pay for this week's insurance premium. Um, and that text is just letting you know that that did happen and is, uh, giving you the option, if you wanted to do so, you can make a payment out of pocket for your insurance premium. However, it's not a requirement. Um, if you do not want to do that and you just want to wait for them to start taking the deductions out again, you can do that, as once that deduction happens, your policy will just reactivate with no issue. All right. No problem 'cause I will get paid next week 'cause we just started back this week. So, I will let them take it out next week. All right then. Was there anything else I could help you with? No, I just found out about that message. I was just calling 000. All right then. Well, if that's everything, thanks again for calling and have a wonderful day. All right. Same to you. All right. Bye now.

### **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 Chris. How can I help you today?

Speaker speaker\_2: Um, this is Mr. Troy Samuels .

Speaker speaker\_1: All right, sir. How can I help you today?

Speaker speaker\_2: I got a message from you guys said, um, "I have a payroll for the last one to two weeks."

Speaker speaker\_1: Okay. Did it say anything about a lapse in coverage?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So that... Okay. So that is just a, a... just a notification that, um, you may have insurance through a staffing company that we partner with. And because there was no deduction recorded out of any sort of paycheck last week, any insurance that you have may be inactive this week. Um, do you work with a staffing company, sir?

Speaker speaker\_2: Yeah. TRC.

Speaker speaker\_1: TRC? Okay. And did you receive any sort of paycheck last week?

Speaker speaker\_2: No. We was off from the 19th until the 6th, that's Monday.

Speaker speaker\_1: Okay. So that, that would then be why you, why you received that text message. Because you recei- because you had no paycheck for last week-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... there was no deduction coming out of your ch- there was no deduction to come out of a check to pay for this week's insurance premium. Um, and that text is just letting you know that that did happen and is, uh, giving you the option, if you wanted to do so, you can make a payment out of pocket for your insurance premium. However, it's not a requirement. Um, if you do not want to do that and you just want to wait for them to start taking the deductions out again, you can do that, as once that deduction happens, your policy will just reactivate with no issue.

Speaker speaker\_2: All right. No problem 'cause I will get paid next week 'cause we just started back this week. So, I will let them take it out next week.

Speaker speaker\_1: All right then. Was there anything else I could help you with?

Speaker speaker\_2: No, I just found out about that message. I was just calling 000.

Speaker speaker\_1: All right then. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: All right. Same to you.

Speaker speaker\_1: All right. Bye now.