

## Transcript: Estefania

**Acevedo-4587017104310272-5588637166387200**

### Full Transcript

Thank you for calling Benefits Note Card. My name is Stephanie. How can I assist you? Um, yeah. I, um, got a message that for some reason, um, there was no payroll deduction for my, um, benefits. Okay. Um, what staffing agency do you work for? Um, Creative Circle. And then what are the last four of your Social? 2794. And your first and last name, please? Shannon and Victor. Okay, thank you. For security purposes, could you verify your address and date of birth? Uh, 2506 West Walton, Chicago, Illinois, 60622. Um, and what's- And that date of birth. Oh, uh, 9/4/75. Okay, thank you. And then I have the phone number of 209-1964. Uh, no. It's 209-1964. Okay, thank you. And then I have slomeill13@gmail.com. Yep. Okay. And yeah, it looks like we didn't receive a deduction for this week, so that's why you received, um, that message letting you know- Okay. ... that for this week, we didn't receive a deduction from your staffing agency. Um, so I don't... What do... Like, doesn't it just d- deduct? Like, what do I have to do? Like... Um, well, you... Did you work, um, last week? Yeah. Yeah. You did? I would reach out to your staffing agency, because, um, we haven't received a deduction from them, so that's why you don't have active coverage for this week. Oh, okay. Um, yeah, like, nothing's changed since... I mean, 'cause I've had deductions in January, right? I mean, up until now? Yeah. So you've been having active coverage since, um, January 6th. Yeah. The only week that you aren't a- um, covered for would be for this week, from the 17 of the 23rd. And it's 'cause we didn't receive a deduction from your staffing agency, so we're just waiting to receive it. Oh, okay. That's weird. Um, is it because of a holiday? Mm. Like, President's Day? Let me ask. I don't think so, if I'm honest, but let me just double-check. But I don't think so, if I'm completely honest. But let me just make sure real quick... Hey. Okay. Okay, ma'am. Yeah, so it looks like that wouldn't have had to do anything with us not receiving it the holiday. Um, I was gonna ask you, did you see that deduction of the 790, um, last week come out of your paycheck? 'Cause if you did, that would be for this week. So I'm wondering- Oh, I don't know. ... who didn't do it. I, I would check it, but, um, it... Normally by Wednesday, we would already, like, see you active for this week, but it looks like we never received the deduction from Crown- I'm sorry, from Creative Circle. So that's why there's that lapse in coverage text message. Okay. Well, um, so if I call them and, I don't know, they do whatever, then I won't... The coverage will be active again if I fix it? So first, I will let them know that we didn't receive the deduction. Um, I'm not sure if they're gonna end up reaching out to us. Um, but I- Well, right. I mean, I'm gonna call them to ask them to fix it, but if it gets fixed, will my coverage be active again? I mean, I would... I, I can't tell you yes. I would have... You would have to call and then we would actually have to see it active, and then we would, of course, notify you. Um, but I can't really tell you that if it is or it isn't. Right. I guess I'm saying if it can get active again. I mean, if they... I mean, yeah. If we... Yeah, of course. If, if we receive the deduction, then yeah, you're gonna have active coverage. But for now, you don't have it active for this

week. Okay. Well, all right. I will find out why they didn't do it. All right, I will find out. Thanks. You're welcome. Have a nice day. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Note Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, yeah. I, um, got a message that for some reason, um, there was no payroll deduction for my, um, benefits.

Speaker speaker\_0: Okay. Um, what staffing agency do you work for?

Speaker speaker\_1: Um, Creative Circle.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 2794. And your first and last name, please? Shannon and Victor.

Speaker speaker\_0: Okay, thank you. For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Uh, 2506 West Walton, Chicago, Illinois, 60622. Um, and what's-

Speaker speaker\_0: And that date of birth.

Speaker speaker\_1: Oh, uh, 9/4/75.

Speaker speaker\_0: Okay, thank you. And then I have the phone number of 209-1964.

Speaker speaker\_1: Uh, no. It's 209-1964.

Speaker speaker\_0: Okay, thank you. And then I have slomeill13@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. And yeah, it looks like we didn't receive a deduction for this week, so that's why you received, um, that message letting you know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that for this week, we didn't receive a deduction from your staffing agency.

Speaker speaker\_1: Um, so I don't... What do... Like, doesn't it just d- deduct? Like, what do I have to do? Like...

Speaker speaker\_0: Um, well, you... Did you work, um, last week?

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: You did? I would reach out to your staffing agency, because, um, we haven't received a deduction from them, so that's why you don't have active coverage for this week.

Speaker speaker\_1: Oh, okay. Um, yeah, like, nothing's changed since... I mean, 'cause I've had deductions in January, right? I mean, up until now?

Speaker speaker\_0: Yeah. So you've been having active coverage since, um, January 6th.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The only week that you aren't a- um, covered for would be for this week, from the 17 of the 23rd. And it's 'cause we didn't receive a deduction from your staffing agency, so we're just waiting to receive it.

Speaker speaker\_1: Oh, okay. That's weird. Um, is it because of a holiday?

Speaker speaker\_0: Mm.

Speaker speaker\_1: Like, President's Day?

Speaker speaker\_0: Let me ask. I don't think so, if I'm honest, but let me just double-check. But I don't think so, if I'm completely honest. But let me just make sure real quick... Hey. Okay. Okay, ma'am. Yeah, so it looks like that wouldn't have had to do anything with us not receiving it the holiday. Um, I was gonna ask you, did you see that deduction of the 790, um, last week come out of your paycheck? 'Cause if you did, that would be for this week. So I'm wondering-

Speaker speaker\_1: Oh, I don't know.

Speaker speaker\_0: ... who didn't do it. I, I would check it, but, um, it... Normally by Wednesday, we would already, like, see you active for this week, but it looks like we never received the deduction from Crown- I'm sorry, from Creative Circle. So that's why there's that lapse in coverage text message.

Speaker speaker\_1: Okay. Well, um, so if I call them and, I don't know, they do whatever, then I won't... The coverage will be active again if I fix it?

Speaker speaker\_0: So first, I will let them know that we didn't receive the deduction. Um, I'm not sure if they're gonna end up reaching out to us. Um, but I-

Speaker speaker\_1: Well, right. I mean, I'm gonna call them to ask them to fix it, but if it gets fixed, will my coverage be active again?

Speaker speaker\_0: I mean, I would... I, I can't tell you yes. I would have... You would have to call and then we would actually have to see it active, and then we would, of course, notify you. Um, but I can't really tell you that if it is or it isn't.

Speaker speaker\_1: Right. I guess I'm saying if it can get active again.

Speaker speaker\_0: I mean, if they... I mean, yeah. If we... Yeah, of course. If, if we receive the deduction, then yeah, you're gonna have active coverage. But for now, you don't have it active for this week.

Speaker speaker\_1: Okay. Well, all right. I will find out why they didn't do it. All right, I will find out. Thanks.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Bye.