

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca I'm calling to speak with Mr. Fisher on behalf of AG Staffing. Yes, this is him. I was giving you a call in regards to the text message you received at 1:00 PM in regards to a lapse in coverage. Yeah. So I was just calling to clarify, that message was sent to you by the system due to the fact that for this week of December 16 to the 22nd, we didn't receive the payment for coverage. So they're just advising you in regards to that lapse. Um, I'm, I'm not e- I don't even understand what that means, to be honest. It means that you don't have health benefits at this moment for this week. Oh, so it won't come out this week? It didn't come out. All right. So, like, what is... What does that mean? Okay. To simplify it, sir, you didn't pay for your benefits. The system didn't have where to take the coverage from. I'm not sure what the reason was why they couldn't take the 60.65 for the insurance, but they did not send a payment. Your staffing company didn't. So as of right now, for this week, you're not going to have benefits since it was not paid for. Okay. But like, uh, next week it'll come out? I'm sure it was just, like, a payroll thing. Like, it got messed up or something. Yeah, it could have been with the holidays, that either that week you didn't work enough hours for them to take it out. Yeah. There's a couple of things that could play into it, but that's all that text message was advising you of. All right. Yeah. I was confused. I thought it was, like, a scam text message, but, um- I'll get with HG and tell them that my insurance didn't come out last week and make sure, you know, they get it to come out this week. Understood. 'Cause it, it shouldn't have been an hours thing because I got paid for 46 hours last week, so I had overtime. So I'm not sure why it didn't come out. I guess, the lady just messed up on payroll because originally I didn't even get paid for my overtime. They missed the six hours and I didn't get that money until Monday where they had missed the six hours of overtime. Oh, I see. I think it's- So maybe it was just, like, a busy week for her, whoever did payroll and she messed up on... 'Cause she messed up on my overtime and I didn't get paid for my overtime last week either. Okay. But I, I definitely need to call them because I'm also on child support and I need to make sure that came out and they didn't mess that up either. All right. Yes, because they're the ones... Their system is the one that takes the deduction out, so they will be the ones for sure that can tell you specifically why it wasn't made. I gotcha. All right. I'll, um... When I get off the phone with you, I'll give them a call and try to figure it out. Understood, Mr. Fisher. Thank you for taking my call today. Yes, ma'am. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca I'm calling to speak with Mr. Fisher on behalf of AG Staffing.

Speaker speaker_2: Yes, this is him.

Speaker speaker_1: I was giving you a call in regards to the text message you received at 1:00 PM in regards to a lapse in coverage.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I was just calling to clarify, that message was sent to you by the system due to the fact that for this week of December 16 to the 22nd, we didn't receive the payment for coverage. So they're just advising you in regards to that lapse.

Speaker speaker_2: Um, I'm, I'm not e- I don't even understand what that means, to be honest.

Speaker speaker_1: It means that you don't have health benefits at this moment for this week.

Speaker speaker_2: Oh, so it won't come out this week?

Speaker speaker_1: It didn't come out.

Speaker speaker_2: All right. So, like, what is... What does that mean?

Speaker speaker_1: Okay. To simplify it, sir, you didn't pay for your benefits. The system didn't have where to take the coverage from. I'm not sure what the reason was why they couldn't take the 60.65 for the insurance, but they did not send a payment. Your staffing company didn't. So as of right now, for this week, you're not going to have benefits since it was not paid for.

Speaker speaker_2: Okay. But like, uh, next week it'll come out? I'm sure it was just, like, a payroll thing. Like, it got messed up or something.

Speaker speaker_1: Yeah, it could have been with the holidays, that either that week you didn't work enough hours for them to take it out.

Speaker speaker_2: Yeah.

Speaker speaker_1: There's a couple of things that could play into it, but that's all that text message was advising you of.

Speaker speaker_2: All right. Yeah. I was confused. I thought it was, like, a scam text message, but, um- I'll get with HG and tell them that my insurance didn't come out last week and make sure, you know, they get it to come out this week.

Speaker speaker_1: Understood.

Speaker speaker_2: 'Cause it, it shouldn't have been an hours thing because I got paid for 46 hours last week, so I had overtime. So I'm not sure why it didn't come out. I guess, the lady just messed up on payroll because originally I didn't even get paid for my overtime. They missed the six hours and I didn't get that money until Monday where they had missed the six

hours of overtime.

Speaker speaker_1: Oh, I see. I think it's-

Speaker speaker_2: So maybe it was just, like, a busy week for her, whoever did payroll and she messed up on... 'Cause she messed up on my overtime and I didn't get paid for my overtime last week either.

Speaker speaker_1: Okay.

Speaker speaker_2: But I, I definitely need to call them because I'm also on child support and I need to make sure that came out and they didn't mess that up either.

Speaker speaker_1: All right. Yes, because they're the ones... Their system is the one that takes the deduction out, so they will be the ones for sure that can tell you specifically why it wasn't made.

Speaker speaker_2: I gotcha. All right. I'll, um... When I get off the phone with you, I'll give them a call and try to figure it out.

Speaker speaker_1: Understood, Mr. Fisher. Thank you for taking my call today.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.