

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Josh. I was calling because I got a text message saying that a payment was missed due to missed payroll deduction. Yeah. So that text message you received was just a courtesy reminder from your staffing agency, letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. Um, so like I said, it was just a courtesy reminder. However, are you back working this week by any chance or no? I have been working the entire time. At no point did I not work. Um, I see that it was not taken out through my 12/31, uh, you know, pay stub, and it was taken out from my 1/7 pay stub. I don't know why it wasn't taken out there. Um, but yeah. So I guess if I need to make a payment or whatever needs to happen? Uh, well, let's see here. Let me try pulling your file. So what's the staffing agency you work for one more time? TRC. And the last four of your Social? It is 3507, I think. And for security purposes, can you verify your home address, including city, state and zip code, Josh? Yeah. It's gonna be 2308 Bowen Corner Avenue. Uh, that's gonna be Hanahan, South Carolina 29410. And confirm your date of birth? 8/15/85. And a good telephone number it has 216-225-5467? Yes, that's correct. And the email it has josh.granlund@hotmail.com? @rocketmail.com, yes. Okay, so let's see here. So you stated they didn't deduct it on the 31st but deducted it today? Is that correct? Yesterday. Yeah. So the pay stub that I had for the 31st did not show a deduction. The pay stub for the 7th did show a deduction, and it should've had a deduction before the 31st as well, whatever date that was. Yes. Uh... So I, so I do see you had active coverage from the week of the 30th through the 5th, which would've been for the pay stub for the 23rd through the 29th for active coverage for the week of the 30th through the 5th. So if they didn't deduct you on the 31st, you wouldn't have active coverage for this week. But if you had a deduction come out yesterday, you'll have active coverage for next week, which is the 13th through the 19th. Okay. So then am I just good? Um, yeah, you, you are good. As long as you don't have any services done, you should be fine. Uh, there isn't no lapse in coverage or anything like that. Um, but I mean- Okay. ... if you w- if we wanted to, I can accept a direct payment, or if you wanted to wait a couple days just to verify if, uh, TRC didn't send over deductions. Um, but you said that they didn't deduct from you period, correct? On the 31st, they did not deduct period, correct. Okay. I just wanna make sure it's not gonna affect like the, uh, I think I've got like short-term disability and a couple different things. You know, I don't have any health things that were submitted, um, but I wanna make sure it doesn't affect eligibility for those other items as well. I totally understand. Um, so let's see. So like I said, as long as you don't have any services done, uh, this week, everything should be fine. Uh, but if you did experience the deduction yesterday, you will have active coverage for the 13th through the

19th. So I do know that. Okay. Okay. Well, then, I guess we'll kind of let sleeping dogs lie. Um, I don't know what happened, but I appreciate the information. You're welcome. Is there anything else I could help you out with today, Josh? No, thank you very much, Justin. You're welcome. You have a great day, okay? I will. You too. Take care. Thank you. Bye-bye. Bye.

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 Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name is Josh. I was calling because I got a text message saying that a payment was missed due to missed payroll deduction.

Speaker speaker_1: Yeah. So that text message you received was just a courtesy reminder from your staffing agency, letting you know they didn't make a deduction on you, so you're not currently active in benefits offered through them. Um, so like I said, it was just a courtesy reminder. However, are you back working this week by any chance or no?

Speaker speaker_2: I have been working the entire time. At no point did I not work. Um, I see that it was not taken out through my 12/31, uh, you know, pay stub, and it was taken out from my 1/7 pay stub. I don't know why it wasn't taken out there. Um, but yeah. So I guess if I need to make a payment or whatever needs to happen?

Speaker speaker_1: Uh, well, let's see here. Let me try pulling your file. So what's the staffing agency you work for one more time?

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: It is 3507, I think.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Josh?

Speaker speaker_2: Yeah. It's gonna be 2308 Bowen Corner Avenue. Uh, that's gonna be Hanahan, South Carolina 29410.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 8/15/85.

Speaker speaker_1: And a good telephone number it has 216-225-5467?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And the email it has josh.granlund@hotmail.com?

Speaker speaker_2: @rocketmail.com, yes.

Speaker speaker_1: Okay, so let's see here. So you stated they didn't deduct it on the 31st but deducted it today? Is that correct?

Speaker speaker_2: Yesterday. Yeah. So the pay stub that I had for the 31st did not show a deduction. The pay stub for the 7th did show a deduction, and it should've had a deduction before the 31st as well, whatever date that was.

Speaker speaker_1: Yes.

Speaker speaker_2: Uh...

Speaker speaker_1: So I, so I do see you had active coverage from the week of the 30th through the 5th, which would've been for the pay stub for the 23rd through the 29th for active coverage for the week of the 30th through the 5th. So if they didn't deduct you on the 31st, you wouldn't have active coverage for this week. But if you had a deduction come out yesterday, you'll have active coverage for next week, which is the 13th through the 19th.

Speaker speaker_2: Okay. So then am I just good?

Speaker speaker_1: Um, yeah, you, you are good. As long as you don't have any services done, you should be fine. Uh, there isn't no lapse in coverage or anything like that. Um, but I mean-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you w- if we wanted to, I can accept a direct payment, or if you wanted to wait a couple days just to verify if, uh, TRC didn't send over deductions. Um, but you said that they didn't deduct from you period, correct?

Speaker speaker_2: On the 31st, they did not deduct period, correct.

Speaker speaker_1: Okay.

Speaker speaker_2: I just wanna make sure it's not gonna affect like the, uh, I think I've got like short-term disability and a couple different things. You know, I don't have any health things that were submitted, um, but I wanna make sure it doesn't affect eligibility for those other items as well.

Speaker speaker_1: I totally understand. Um, so let's see. So like I said, as long as you don't have any services done, uh, this week, everything should be fine. Uh, but if you did experience the deduction yesterday, you will have active coverage for the 13th through the 19th. So I do know that.

Speaker speaker_2: Okay. Okay. Well, then, I guess we'll kind of let sleeping dogs lie. Um, I don't know what happened, but I appreciate the information.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today, Josh?

Speaker speaker_2: No, thank you very much, Justin.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: I will. You too. Take care.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.