

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, good, uh, afternoon. Um, my name is Phoenix McGee and I just received a text message, um, that said, um, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC if you wish to make a payment, and I don't know what that means. Yeah, so the text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits offered through them for this week. So, like I said, you had the option to make a direct payment or if you're back working this week and receiving a paycheck like normal, deductions will pick up like normal. Wait, can you repeat that? I stated the text message you received was a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits that's offered through them, so like medical, dental, vision, insurance. So, it was a courtesy reminder to either you can make a direct payment to maintain the coverage for this week, or if you are back working and receiving paychecks like normal, deductions will pick up like normal. Oh, yeah. They... Okay, cool. Yeah. All right. Okay. Is there anything I can pick it up for you with today? Um, yeah. I mean, I, I, I'm on a, um, I'm a leasing agent through the temp agency. Um, I'm gonna be getting hired permanently soon, but I was off for a week because there was no job assignment, so I didn't get a paycheck for that job assignment for that week. But now that I am back on for a full week, I think it's just gonna pick back up and take out whatever is the need and necessary for that. Correct. Yes, ma'am. Yeah. So, okay. That makes more sense. Thank you. You're welcome. You have a great day, okay? Uh-huh. You too. Uh-huh. Bye-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, good, uh, afternoon. Um, my name is Phoenix McGee and I just received a text message, um, that said, um, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Call BIC if you wish to make a payment, and I don't know what that means.

Speaker speaker_1: Yeah, so the text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits offered through them for this week. So, like I said, you had the option to make a direct payment or if you're back working this week and receiving a paycheck like normal, deductions will pick up like normal.

Speaker speaker_2: Wait, can you repeat that?

Speaker speaker_1: I stated the text message you received was a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits that's offered through them, so like medical, dental, vision, insurance. So, it was a courtesy reminder to either you can make a direct payment to maintain the coverage for this week, or if you are back working and receiving paychecks like normal, deductions will pick up like normal.

Speaker speaker_2: Oh, yeah. They... Okay, cool.

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. Okay.

Speaker speaker_1: Is there anything I can pick it up for you with today?

Speaker speaker_2: Um, yeah. I mean, I, I, I'm on a, um, I'm a leasing agent through the temp agency. Um, I'm gonna be getting hired permanently soon, but I was off for a week because there was no job assignment, so I didn't get a paycheck for that job assignment for that week. But now that I am back on for a full week, I think it's just gonna pick back up and take out whatever is the need and necessary for that.

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Yeah. So, okay. That makes more sense. Thank you.

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

Speaker speaker_2: Uh-huh. You too. Uh-huh. Bye-bye.

Speaker speaker_1: Bye-bye.