

Transcript: Sara

Marulanda-5027660759515136-6029137858740224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Yeah, my name is Tanner Brendle. Hello sir. How may I help you? Uh, yes, so I was previously with Crown Staffing, um, and I recently got hired on to the company that they sent me to. Okay. Um, uh, I think the 25th, I think it was, of November. Um, I just got a text from you guys saying that there was, um, a lapse in coverage in terms of payroll, um, and it said to contact you guys to make a payment. Um, I'm unaware or unsure what that is. Okay, let me check that for you. May I have the, the last four digits of your Social Security number? And you said you're with... You was with Crown? Yeah, Crown Staffing. Okay. Okay. And the last part of your social? Oh yeah, sorry, um, 1464. Thank you very much. Mm-hmm. Tanner Brendle? Yep, you got it. Brendle. Okay, thank you, sir. And just for security purposes, can you please verify your address and date of birth? Yeah, it's 516 Garvey Avenue in Elsmere, Kentucky. And, uh, you said the birthday? Yes. Uh, it's 5-17-95. And is your email tannerjbrendle@gmail.com? Yep, that's it. And phone number 502-686-0704? Yeah, 502-686... Yeah, that's it. Okay, thank you. Okay, um, okay the gap... There is a gap on this week. W- Well, if you're not with the company anymore if you was already hired by the company, the company then, uh, it was, um... The company that you was working under, um, Crown Services, uh, obviously you're not receiving payment from Crown anymore and that's why- Yeah, yeah. ... it's showing it... That's why it is showing, um, like a gap on payment. That's for the healthcare coverage. Ah, okay. Oh, okay, from the Benefits, Benefits in a- Yeah. Okay, yeah, that- that's Go. ... in there. Okay. In that case, uh, like if, if you want to keep with your, um, healthcare coverage, is you can make a direct payment up to four times, one per week, and you are allowed to keep it for those four weeks. But if you don't want to, they, I mean, it's nothing that you will have to do, it's just that you are not gonna have the coverage. Right. Okay, yeah. Well, I'm getting coverage through the company themselves. They provide the benefits- Okay. ... so, you know, I have no need for them anymore, so I'll just kind of let it go. Okay, perfect. There's no problem. Um, the only thing is, I mean, after four weeks he's going to cancel himself. After four weeks with no payment or direct, um, deduction from your paycheck, he's going to cancel himself. Okay. So, there is no problem. That sounds good to me. Yeah, that's fine. Um, okay. All right. Well, that answers my question. That answers my question, for sure. Okay. So, no more questions, sir? Nope, that's all I needed from you, hon. I appreciate you very much. Have a wonderful day and thank you for calling Benefits in a Cart. You as well. Bye-bye. Thank you, sir. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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