

## **Transcript: VICTORIA**

**Taylor-5106953219948544-5380915896205312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I just got a text message saying that I, I don't have... I got a lapse in cover- I don't even know who you guys are. And it's saying- Mm-hmm. ... I missed a payroll deduction or something? Yeah. So we administer medical insurance, if you happen to work through, like, a staffing or temp agency. Um, no, I'm in a union. Okay. Um, I'm not too sure if we work with unions. What's the name? I'm in the Ironworkers Local 44. I don't, I don't have insurance through you guys. I- We have per- private insurance through the union hall. So, I was kind of wondering what payroll deduction and all that was talking about. Yeah. So again, we administer medical insurance for staffing and temp agencies. And the way that you would pay for it is by a deduction that's made out of your check. Yeah, I- That's... I, I know that. I, I understood that, but I don't understand why it came to my phone number though. It's, it's possible it's a mistake if you don't work through a staffing or temp agency. Yeah, no, I'm a, I'm a ironworker through a union, so I don't... That- There's no staffing agency involved in that. Okay. Again, it could have been just a mistake that it was sent to you. All right. Thank you. You're welcome. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: I just got a text message saying that I, I don't have... I got a lapse in cover- I don't even know who you guys are. And it's saying-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... I missed a payroll deduction or something?

Speaker speaker\_1: Yeah. So we administer medical insurance, if you happen to work through, like, a staffing or temp agency.

Speaker speaker\_2: Um, no, I'm in a union.

Speaker speaker\_1: Okay. Um, I'm not too sure if we work with unions. What's the name?

Speaker speaker\_2: I'm in the Ironworkers Local 44. I don't, I don't have insurance through you guys. I- We have per- private insurance through the union hall. So, I was kind of wondering what payroll deduction and all that was talking about.

Speaker speaker\_1: Yeah. So again, we administer medical insurance for staffing and temp agencies. And the way that you would pay for it is by a deduction that's made out of your check.

Speaker speaker\_2: Yeah, I- That's... I, I know that. I, I understood that, but I don't understand why it came to my phone number though.

Speaker speaker\_1: It's, it's possible it's a mistake if you don't work through a staffing or temp agency.

Speaker speaker\_2: Yeah, no, I'm a, I'm a ironworker through a union, so I don't... That- There's no staffing agency involved in that.

Speaker speaker\_1: Okay. Again, it could have been just a mistake that it was sent to you.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.