

Transcript: VICTORIA

Taylor-5692464444522496-4661512322727936

Full Transcript

Thank you for calling Benefits in a Cup. This is Victoria. How can I help you? Hi. I just got a, a message from you guys saying that I missed a payroll and I need to call this number. Okay. Um, what's the name of the agency you work for? Sorry? The name of the staffing agency that you work for. American Staff. American Staff Corp? Mm-hmm. Okay. What's the last four of your Social? 6202. And your first and last name? Hamza Azaki. Okay. Do you mind verifying your address and date of birth? Uh, 5924 Southwest 12th Street, um, Oklahoma City, Oklahoma, 73128. And what else you say you wanted to know? Your date of birth. Um, 1993, May 8th. Phone number of 651-0765. That's my phone number. And then email is firstname.lastname@outlook.com? Yes. Okay. Um, so it looks like for whatever reason we did not receive a payroll deduction for this week. It would have been made out of the check issued to you from last week. Mm-hmm. Um, so we're just letting you know that your coverage is not currently active. You do have the option to make a direct payment to make this week active. Otherwise, it just would not be active for this week. I mean, I just want to get the pay. That's all I wanted. I'm sorry, are you trying to get your paycheck? Yeah. Okay. So then you'll need to reach out to the staffing agency directly. We administer the medical insurance they offer. Oh, I don't have any medical insurance no more. This is for your medical insurance. Oh, okay. No, no, no. I don't work with them anymore. Okay. That's why you got the text message about a lapse of coverage. Oh, okay. But if you're, if you're seeking help with the paycheck, you'll need to contact them directly about that. All right. Cool. Thank you then. Thank you. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cup. This is Victoria. How can I help you?

Speaker speaker_1: Hi. I just got a, a message from you guys saying that I missed a payroll and I need to call this number.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Sorry?

Speaker speaker_0: The name of the staffing agency that you work for.

Speaker speaker_1: American Staff.

Speaker speaker_0: American Staff Corp?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 6202.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Hamza Azaki.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 5924 Southwest 12th Street, um, Oklahoma City, Oklahoma, 73128. And what else you say you wanted to know?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Um, 1993, May 8th.

Speaker speaker_0: Phone number of 651-0765.

Speaker speaker_1: That's my phone number.

Speaker speaker_0: And then email is firstname.lastname@outlook.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so it looks like for whatever reason we did not receive a payroll deduction for this week. It would have been made out of the check issued to you from last week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so we're just letting you know that your coverage is not currently active. You do have the option to make a direct payment to make this week active. Otherwise, it just would not be active for this week.

Speaker speaker_1: I mean, I just want to get the pay. That's all I wanted.

Speaker speaker_0: I'm sorry, are you trying to get your paycheck?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So then you'll need to reach out to the staffing agency directly. We administer the medical insurance they offer.

Speaker speaker_1: Oh, I don't have any medical insurance no more.

Speaker speaker_0: This is for your medical insurance.

Speaker speaker_1: Oh, okay. No, no, no. I don't work with them anymore.

Speaker speaker_0: Okay. That's why you got the text message about a lapse of coverage.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But if you're, if you're seeking help with the paycheck, you'll need to contact them directly about that.

Speaker speaker_1: All right. Cool. Thank you then.

Speaker speaker_0: Thank you. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.