

Transcript: Chris Sofield

(deactivated)-5388582045401088-6376647861780480

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Diana Sanchez? Who is this? This is Chris with Benefits on a Card calling on behalf of TRC Staffing. I'm returning a voicemail that you left with us a couple days ago. Okay. That's kind of easy shit. All right. Um, before we continue, this call is being recorded for quality assurance purposes. I'm calling, uh, again regarding that voicemail you left with us. Um, you had stated that, uh, there was a lapse in your coverage and you wished to make a payment for that lapse. Yeah, my... I got a text message about it, so I was trying to see if there was an option to keep it going or what do I do? Yeah. Yeah, yeah. So, um, yeah, so you are able to make a payment out of pocket for any missed insurance premiums. Um, I'm showing here it looks like, uh, looking at your file, there are, including this week, three weeks worth of missed premiums. Okay. Um, which would be a total of \$137.79 if you wish to make that payment. \$137. Okay, that's a little more than I expected to pay, um, so I would have to double check. Um, could I by chance schedule a call with you guys on Monday? Um- Uh, yeah, you can... Uh, you can give us a call on Monday on the 27th. We're here 8:00 AM to 8:00 PM Eastern. Uh, just be aware on Monday if you give us a call, uh, you will have to make another week's worth of pay, of insurance premium payment if ne- necessary and on Monday your amount would be to, uh, due would be 183.72. Okay. I'll keep a note of that. Thank you so much. No problem. Anything else? How much is it per week by other chance? Uh, \$45.93 per week. It was \$38. Did it go up? No, it's always been 45.93. It's 43.78 for the- It should have been. Hm, 40- It was \$38 and change when I signed up for it. I have the paperwork. It is 40- Unless there's something additional. Yes, 45... Sorry, 43.78 for your medical and then 2.15 for your vision. Yeah, I never signed up for \$43. One moment. I should have the paperwork for that. Ah, okay. So it's, um, it is 36.23 if it were being deducted from your check because TRC contributes 7.55 weekly towards the medical plan that you selected. Oh. If you're paying the in- if, if you're paying it because it wasn't deducted, you, uh, it's the 43.78 for the medical. Okay, so what is the total again? Uh, total per week is 45.93 since, uh, if, if there's no deductions happening. That's perfectly fine. I just wanted to double check and make sure. Okay. Um, so I have that already set and hopefully I'll be giving you guys a call on Monday. All right then. And, and if you can't get to us Monday, um, as long as you get to us next week, you can still make that payment. It won't... Um, it the, it increases every, like, the, the amount increases every Monday, so if you just give us a call any time next week, it'll still be that four weeks worth. Okay, thank you so much. All right. Anything else, ma'am? No, sir. Thank you for the call. I appreciate you. You're welcome. Have a good day. Bye now. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Hi, good afternoon. Can I speak with Diana Sanchez?

Speaker speaker_1: Who is this?

Speaker speaker_2: This is Chris with Benefits on a Card calling on behalf of TRC Staffing. I'm returning a voicemail that you left with us a couple days ago.

Speaker speaker_1: Okay. That's kind of easy shit.

Speaker speaker_2: All right. Um, before we continue, this call is being recorded for quality assurance purposes. I'm calling, uh, again regarding that voicemail you left with us. Um, you had stated that, uh, there was a lapse in your coverage and you wished to make a payment for that lapse.

Speaker speaker_1: Yeah, my... I got a text message about it, so I was trying to see if there was an option to keep it going or what do I do?

Speaker speaker_2: Yeah. Yeah, yeah. So, um, yeah, so you are able to make a payment out of pocket for any missed insurance premiums. Um, I'm showing here it looks like, uh, looking at your file, there are, including this week, three weeks worth of missed premiums.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, which would be a total of \$137.79 if you wish to make that payment.

Speaker speaker_1: \$137. Okay, that's a little more than I expected to pay, um, so I would have to double check. Um, could I by chance schedule a call with you guys on Monday? Um-

Speaker speaker_2: Uh, yeah, you can... Uh, you can give us a call on Monday on the 27th. We're here 8:00 AM to 8:00 PM Eastern. Uh, just be aware on Monday if you give us a call, uh, you will have to make another week's worth of pay, of insurance premium payment if necessary and on Monday your amount would be to, uh, due would be 183.72.

Speaker speaker_1: Okay. I'll keep a note of that. Thank you so much.

Speaker speaker_2: No problem. Anything else?

Speaker speaker_1: How much is it per week by other chance?

Speaker speaker_2: Uh, \$45.93 per week.

Speaker speaker_1: It was \$38. Did it go up?

Speaker speaker_2: No, it's always been 45.93. It's 43.78 for the-

Speaker speaker_1: It should have been.

Speaker speaker_2: Hm, 40-

Speaker speaker_1: It was \$38 and change when I signed up for it. I have the paperwork.

Speaker speaker_2: It is 40-

Speaker speaker_1: Unless there's something additional.

Speaker speaker_2: Yes, 45... Sorry, 43.78 for your medical and then 2.15 for your vision.

Speaker speaker_1: Yeah, I never signed up for \$43.

Speaker speaker_2: One moment.

Speaker speaker_1: I should have the paperwork for that.

Speaker speaker_2: Ah, okay. So it's, um, it is 36.23 if it were being deducted from your check because TRC contributes 7.55 weekly towards the medical plan that you selected.

Speaker speaker_1: Oh.

Speaker speaker_2: If you're paying the in- if, if you're paying it because it wasn't deducted, you, uh, it's the 43.78 for the medical.

Speaker speaker_1: Okay, so what is the total again?

Speaker speaker_2: Uh, total per week is 45.93 since, uh, if, if there's no deductions happening.

Speaker speaker_1: That's perfectly fine. I just wanted to double check and make sure. Okay. Um, so I have that already set and hopefully I'll be giving you guys a call on Monday.

Speaker speaker_2: All right then. And, and if you can't get to us Monday, um, as long as you get to us next week, you can still make that payment. It won't... Um, it the, it increases every, like, the, the amount increases every Monday, so if you just give us a call any time next week, it'll still be that four weeks worth.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_2: All right. Anything else, ma'am?

Speaker speaker_1: No, sir. Thank you for the call. I appreciate you.

Speaker speaker_2: You're welcome. Have a good day. Bye now.

Speaker speaker_1: All right, bye-bye.