

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits My name is Francesca. How can I assist you today? I got a text from this number about a payroll deduction thing. Okay. If our information was in it, it would mean that the health insurance that you have with your staffing company had a lapse in coverage. Usually, the latest we receive those automated payments that they take out is by Wednesday. So whenever the system sees that by Wednesday we haven't received one, it just automatically sends one to you guys. Oh, okay. Yeah, 'cause I, I'm not through the American Staff Corporation or any of that stuff anymore. Okay. So if you stop working with them, you could possibly receive about three more of those messages, um, just because when you stop working and the system doesn't have anywhere else to take the deduction for your coverage from, by the fifth week it cancels the policy out on its own. So there could be a couple more of those that you might be receiving. All right. Sounds good. All right. Is there anything else that we can assist you with today? That's it. I was just wondering what that text was, so. Understood. I do hope you have a wonderful rest of your day. Thank you for your time today. Thank you. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits My name is Francesca. How can I assist you today?

Speaker speaker_2: I got a text from this number about a payroll deduction thing.

Speaker speaker_1: Okay. If our information was in it, it would mean that the health insurance that you have with your staffing company had a lapse in coverage. Usually, the latest we receive those automated payments that they take out is by Wednesday. So whenever the system sees that by Wednesday we haven't received one, it just automatically sends one to you guys.

Speaker speaker_2: Oh, okay. Yeah, 'cause I, I'm not through the American Staff Corporation or any of that stuff anymore.

Speaker speaker_1: Okay. So if you stop working with them, you could possibly receive about three more of those messages, um, just because when you stop working and the system doesn't have anywhere else to take the deduction for your coverage from, by the fifth week it

cancels the policy out on its own. So there could be a couple more of those that you might be receiving.

Speaker speaker_2: All right. Sounds good.

Speaker speaker_1: All right. Is there anything else that we can assist you with today?

Speaker speaker_2: That's it. I was just wondering what that text was, so.

Speaker speaker_1: Understood. I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: Thank you. You, too.