

## **Transcript: Justin**

**Mills-5066369798553600-5865902992310272**

### **Full Transcript**

Thank you for calling Benefits on your Card. This is Justin. How can I help you today? Good morning. Um, I received a message or an email, um, that my benefits were... had lapsed because of, um, I think maybe when I was off work for a week, the payment didn't come out, or I'm not sure. So, just trying to see what do I need to do? Um, yes. The text message you received was just a courtesy reminder from your employer letting you know that you were not eligible in, uh, for their benefits for that week 'cause they didn't make a deduction on you. However, if you're back working and receiving paychecks like normal, deductions will pick up like normal. Okay. Okay, great. Okay. Is there anything else I can assist you with today? No, that, that's it. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on your Card. This is Justin. How can I help you today?

Speaker speaker\_1: Good morning. Um, I received a message or an email, um, that my benefits were... had lapsed because of, um, I think maybe when I was off work for a week, the payment didn't come out, or I'm not sure. So, just trying to see what do I need to do?

Speaker speaker\_0: Um, yes. The text message you received was just a courtesy reminder from your employer letting you know that you were not eligible in, uh, for their benefits for that week 'cause they didn't make a deduction on you. However, if you're back working and receiving paychecks like normal, deductions will pick up like normal.

Speaker speaker\_1: Okay. Okay, great. Okay.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, that, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: All right.