

## **Transcript: Justin**

**Mills-5179217865261056-5953164261113856**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, uh, I just got a message saying something messed up on my payroll thing. Um, yeah. Do you mind reading out that text message for me so I can help further assist you? Yeah. Let me see here real quick. There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Yeah, so that text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits that's offered through them, like health insurance. So, like I said, it was just a courtesy reminder. I'm, I'm not even employed at the moment. I've been outta work for three weeks. Okay. Well, since you stated that you no longer work with them, you can go ahead and disregard that text message, okay? All right. Thank you very much. You're welcome. You have a great day, okay? You too. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, uh, I just got a message saying something messed up on my payroll thing.

Speaker speaker\_0: Um, yeah. Do you mind reading out that text message for me so I can help further assist you?

Speaker speaker\_1: Yeah. Let me see here real quick. There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction.

Speaker speaker\_0: Yeah, so that text message you received was just a courtesy reminder from your employer letting you know they didn't make a deduction on you, so you're not currently active in the benefits that's offered through them, like health insurance. So, like I said, it was just a courtesy reminder.

Speaker speaker\_1: I'm, I'm not even employed at the moment. I've been outta work for three weeks.

Speaker speaker\_0: Okay. Well, since you stated that you no longer work with them, you can go ahead and disregard that text message, okay?

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay? You too. All right, bye-bye.