

## **Transcript: Justin**

**Mills-5509288919252992-6341473670742016**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yes. Hi, um, I, I had a- I got a text saying that I had a lapse in coverage. It's because I was out last week, um, and I didn't- I don't have any sick time or anything to... so you guys couldn't- weren't able to pull payments for my week last week. Okay, um, well, if you're back working, uh, this week and receiving a paycheck, deductions should pick up like normal. Okay. Yeah. Yes, I am, so... Okay. Well, is there anything else I could help you out with today? No, that's it. Awesome. Well, you have a wonderful day, okay? Um, wait, actually I do have one question. I'm sorry. Yes? Is- is there gonna be a double withdrawal this week? Uh, no, ma'am. Because they didn't- they weren't able to- okay. No, ma'am. It'll just be one deduction. So say if, uh, you do receive a paycheck, only one deduction will come off like normal. Oh, okay. All right. Great. Thank you. You're welcome. You have a great day, okay? You too. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_2: Yes. Hi, um, I, I had a- I got a text saying that I had a lapse in coverage. It's because I was out last week, um, and I didn't- I don't have any sick time or anything to... so you guys couldn't- weren't able to pull payments for my week last week.

Speaker speaker\_1: Okay, um, well, if you're back working, uh, this week and receiving a paycheck, deductions should pick up like normal.

Speaker speaker\_2: Okay. Yeah. Yes, I am, so...

Speaker speaker\_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Um, wait, actually I do have one question. I'm sorry.

Speaker speaker\_1: Yes?

Speaker speaker\_2: Is- is there gonna be a double withdrawal this week?

Speaker speaker\_1: Uh, no, ma'am.

Speaker speaker\_2: Because they didn't- they weren't able to- okay.

Speaker speaker\_1: No, ma'am. It'll just be one deduction. So say if, uh, you do receive a paycheck, only one deduction will come off like normal.

Speaker speaker\_2: Oh, okay. All right. Great. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye-bye.