

Transcript: Justin

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Full Transcript

Hello, this is Kara. Your call may be monitored or recorded for quality assurance purposes. Good morning. May I speak with Susanna Camp? Yeah, speaking. This is Justin from Benefits and a Card. How are you doing? Good. Thanks for calling me back. Yeah, so I did receive word back from my IT department for you. Um, for security purposes, can you verify your date of birth for me? Yeah, 7-22-67. Okay, so my IT department got back with me and the reason why the account said it was disabled was due to the fact that we haven't received a deduction from Creative Circle just yet. So once we've received the deduction from Creative Circle, um, you will be able to access the account. Um, I do know that it's, uh, uh, uh, company-wide right now, um, that- Oh, okay. Yeah. Yeah, yeah. I mean, it's been coming out of my paycheck for like the last four to six weeks, so- Yeah. ... I feel like this is kind of ridiculous, but- That's- Um... Yeah, I totally understand. It's just we haven't received, um, previous weeks' deductions from Creative Circle. That's for all of the employees. So we're waiting on- So- ... Creative Circle to send over deductions. So if this, if this happens, is it like, if you don't get it for one week, like, you know, I'm never gonna know if I have benefits? They might get cut off if they don't pay you on time? Like- Uh-huh. ... does it... Is it weekly basis? Like... So it is a weekly basis. However, we usually- Yeah. ... send out mass text messages to all of the employees to that don't experience deductions, usually on Wednesdays, to let them know what- Okay. ... is going on. Um, so you do have a, a, an, like an idea of when that will be. Um, but like I said- Okay. ... from my IT department- So, so like- ... we're just waiting on Creative Circle to send deductions. Okay. So what happens if I go to the pharmacy and I try to pick up a prescription today? It's gonna be denied? Um, as of right now, yes. Because we are waiting for- Okay. ... Creative Circle to send over deductions. Um, it should happen with the next day or two. Is there... Should I, should I be contacting Creative Circle? Uh, no, ma'am. Uh, Creative Circle knows everything is going on. Uh, we've reached out- Okay. ... to Creative Circle. Uh, the account- Oh. ... managers have done that. Um, so we're just waiting on corporate at Creative Circle- All right. ... to send over all the data. So if I need urgent care today, I'm not going to be able to get it. Is that right? Unfortunately, yes, ma'am. Oh, okay. Because like I said, we're waiting on deductions. Right. Okay. Okay. Well, uh, will I be notified that it's restored? Uh, yes, ma'am. I do know that once the deductions are received, you would be able to gain access to the account. Um, there will be another email sent to you regarding the- Okay. ... uh, able to register the account and, or gain access to it. Okay. All right. Well, thanks for all the answers. You're welcome, Susanna. You have a great day, okay? You too. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Hello, this is Kara.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good morning. May I speak with Susanna Camp?

Speaker speaker_0: Yeah, speaking.

Speaker speaker_2: This is Justin from Benefits and a Card. How are you doing?

Speaker speaker_0: Good. Thanks for calling me back.

Speaker speaker_2: Yeah, so I did receive word back from my IT department for you. Um, for security purposes, can you verify your date of birth for me?

Speaker speaker_0: Yeah, 7-22-67.

Speaker speaker_2: Okay, so my IT department got back with me and the reason why the account said it was disabled was due to the fact that we haven't received a deduction from Creative Circle just yet. So once we've received the deduction from Creative Circle, um, you will be able to access the account. Um, I do know that it's, uh, uh, uh, company-wide right now, um, that-

Speaker speaker_0: Oh, okay. Yeah.

Speaker speaker_2: Yeah, yeah.

Speaker speaker_0: I mean, it's been coming out of my paycheck for like the last four to six weeks, so-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... I feel like this is kind of ridiculous, but-

Speaker speaker_2: That's-

Speaker speaker_0: Um...

Speaker speaker_2: Yeah, I totally understand. It's just we haven't received, um, previous weeks' deductions from Creative Circle. That's for all of the employees. So we're waiting on-

Speaker speaker_0: So-

Speaker speaker_2: ... Creative Circle to send over deductions.

Speaker speaker_0: So if this, if this happens, is it like, if you don't get it for one week, like, you know, I'm never gonna know if I have benefits? They might get cut off if they don't pay you on time? Like-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... does it... Is it weekly basis? Like...

Speaker speaker_2: So it is a weekly basis. However, we usually-

Speaker speaker_0: Yeah.

Speaker speaker_2: ... send out mass text messages to all of the employees to that don't experience deductions, usually on Wednesdays, to let them know what-

Speaker speaker_0: Okay.

Speaker speaker_2: ... is going on. Um, so you do have a, a, an, like an idea of when that will be. Um, but like I said-

Speaker speaker_0: Okay.

Speaker speaker_2: ... from my IT department-

Speaker speaker_0: So, so like-

Speaker speaker_2: ... we're just waiting on Creative Circle to send deductions.

Speaker speaker_0: Okay. So what happens if I go to the pharmacy and I try to pick up a prescription today? It's gonna be denied?

Speaker speaker_2: Um, as of right now, yes. Because we are waiting for-

Speaker speaker_0: Okay.

Speaker speaker_2: ... Creative Circle to send over deductions. Um, it should happen with the next day or two.

Speaker speaker_0: Is there... Should I, should I be contacting Creative Circle?

Speaker speaker_2: Uh, no, ma'am. Uh, Creative Circle knows everything is going on. Uh, we've reached out-

Speaker speaker_0: Okay.

Speaker speaker_2: ... to Creative Circle. Uh, the account-

Speaker speaker_0: Oh.

Speaker speaker_2: ... managers have done that. Um, so we're just waiting on corporate at Creative Circle-

Speaker speaker_0: All right.

Speaker speaker_2: ... to send over all the data.

Speaker speaker_0: So if I need urgent care today, I'm not going to be able to get it. Is that right?

Speaker speaker_2: Unfortunately, yes, ma'am.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Because like I said, we're waiting on deductions.

Speaker speaker_0: Right. Okay. Okay. Well, uh, will I be notified that it's restored?

Speaker speaker_2: Uh, yes, ma'am. I do know that once the deductions are received, you would be able to gain access to the account. Um, there will be another email sent to you regarding the-

Speaker speaker_0: Okay.

Speaker speaker_2: ... uh, able to register the account and, or gain access to it.

Speaker speaker_0: Okay. All right. Well, thanks for all the answers.

Speaker speaker_2: You're welcome, Susanna. You have a great day, okay?

Speaker speaker_0: You too. Bye.

Speaker speaker_2: All right. Bye-bye.