

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, I just got a notice that there's a lapse in, because you weren't getting a, I guess, payment from my, um, paycheck? Or they, they were deduction... I don't know what happened. I just got a notice on my phone that there's a lapse. Yeah, so that text message you received was a courtesy reminder from your employer that they didn't make a deduction on you- Okay. ... so you're not currently active in the benefits offered through them. So, like I said, it was just a courtesy reminder. So, they aren't deducting it from my paycheck? Um- That would be something they would handle, right? Correct, the employer. Um, however, it was just a courtesy reminder, but if you're still working with them, um, and still receiving paychecks, deductions should pick up like normal, if you took a break or something like that. I didn't. Okay. Um, yeah, I wouldn't- I mean, it should be normal. Okay. So you did receive a paycheck last week? Uh, yeah. Okay. All right. Let me- I mean, I'm pretty sure 'cause I'll, automatic deposits, so I have to look. So... Yeah, let me- Yeah. ... try pulling your file and see what's going on. Um, what's the staffing agency you work for? Uh, Creative Circle. And the last four of your social? 8172. And what was your first and last name? Karen Kamberg, with a K. Okay. And for security purposes, could you verify your home address, including s- Karen? Um, my home address, 480 Lakewood Circle, Walnut- Walnut Creek, 94598. And confirmed date of birth? March 31, 1967. And a good telephone number have is 310-503-5717? Yeah. And the email I have is kkamberg@sbcglobal.net. Uh, kkamberg, yeah, um, @sbcglobal? No. Correct. It's, it's been updated. Give me a minute. This old... Give me your email. I'm kkamberg01@gmail. 01 at gmail? Okay. Let's see here. So, yes. So it looks like we'll... Yes. So that's the reason why you received that text message, 'cause deductions weren't received. Um, so it may just be on Creative Circle's side that they didn't send over deductions on their employers, or employees, this week. Um, so it may just be waiting on them to send over deductions. Um, but yeah, that message you received was just a courtesy reminder. Okay, so am I covered, or... Um, so if you received a paycheck last week, deductions should have came off. So, like I said, we're waiting on Creative Circle to send over that information. So if anything, it's more of a corporate thing with billing and all of that. Okay. Okay. All right. You know, anything else I can assist you with today, Karen? No, that's it. Thanks. You're welcome. You have a great day, okay? Bye bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, I just got a notice that there's a lapse in, because you weren't getting a, I guess, payment from my, um, paycheck? Or they, they were deduction... I don't know what happened. I just got a notice on my phone that there's a lapse.

Speaker speaker_0: Yeah, so that text message you received was a courtesy reminder from your employer that they didn't make a deduction on you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so you're not currently active in the benefits offered through them. So, like I said, it was just a courtesy reminder.

Speaker speaker_1: So, they aren't deducting it from my paycheck?

Speaker speaker_0: Um-

Speaker speaker_1: That would be something they would handle, right?

Speaker speaker_0: Correct, the employer. Um, however, it was just a courtesy reminder, but if you're still working with them, um, and still receiving paychecks, deductions should pick up like normal, if you took a break or something like that.

Speaker speaker_1: I didn't.

Speaker speaker_0: Okay. Um, yeah, I wouldn't-

Speaker speaker_1: I mean, it should be normal.

Speaker speaker_0: Okay. So you did receive a paycheck last week?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. All right. Let me-

Speaker speaker_1: I mean, I'm pretty sure 'cause I'll, automatic deposits, so I have to look. So...

Speaker speaker_0: Yeah, let me-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... try pulling your file and see what's going on. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8172.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Karen Kamberg, with a K.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including s- Karen?

Speaker speaker_1: Um, my home address, 480 Lakewood Circle, Walnut- Walnut Creek, 94598.

Speaker speaker_0: And confirmed date of birth?

Speaker speaker_1: March 31, 1967.

Speaker speaker_0: And a good telephone number have is 310-503-5717?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is kkamberg@sbcglobal.net.

Speaker speaker_1: Uh, kkamberg, yeah, um, @sbcglobal? No.

Speaker speaker_0: Correct.

Speaker speaker_1: It's, it's been updated. Give me a minute. This old...

Speaker speaker_0: Give me your email.

Speaker speaker_1: I'm kkamberg01@gmail.

Speaker speaker_0: 01 at gmail? Okay. Let's see here. So, yes. So it looks like we'll... Yes. So that's the reason why you received that text message, 'cause deductions weren't received. Um, so it may just be on Creative Circle's side that they didn't send over deductions on their employers, or employees, this week. Um, so it may just be waiting on them to send over deductions. Um, but yeah, that message you received was just a courtesy reminder.

Speaker speaker_1: Okay, so am I covered, or...

Speaker speaker_0: Um, so if you received a paycheck last week, deductions should have came off. So, like I said, we're waiting on Creative Circle to send over that information. So if anything, it's more of a corporate thing with billing and all of that.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: You know, anything else I can assist you with today, Karen?

Speaker speaker_1: No, that's it. Thanks.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Bye bye.

Speaker speaker_0: Bye.