

Transcript: Justin

Mills-6508771627810816-5030786273951744

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? I received a text message. Okay. Do you mind reading out the text message for me please? I'm driving so hold a second. "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction." Yeah. So the text message you received was just a courtesy reminder from your staffing agency or your employer letting you know that you... they didn't make a deduction on you so you're not currently active in the benefits offered through them. So like I said, it was just a courtesy reminder from them. So has it been canceled? Um, no, ma'am. So if you're back working, uh, deductions will pick up like normal on your next paychecks. But, um, if you're not working, you have the option to maintain the coverage and make up to four weeks of direct payments if need be. No, I am back working up. Um, took a vacation week. Okay. Well, since you're back working- But like- ... um, um, once you receive your next paycheck, deductions will pick up like normal. I do know that. Okay. Do you guys need the payment for the missed week? Um, no, ma'am. Uh, unless you have any... unless you had services done, uh, no direct payment is needed. Okay. Very good. All right. Thank you. You're welcome. You have a great day, okay? You too. Bye.

Conversation Format

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

Speaker speaker_1: I received a text message.

Speaker speaker_0: Okay. Do you mind reading out the text message for me please?

Speaker speaker_1: I'm driving so hold a second. "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction."

Speaker speaker_0: Yeah. So the text message you received was just a courtesy reminder from your staffing agency or your employer letting you know that you... they didn't make a deduction on you so you're not currently active in the benefits offered through them. So like I said, it was just a courtesy reminder from them.

Speaker speaker_1: So has it been canceled?

Speaker speaker_0: Um, no, ma'am. So if you're back working, uh, deductions will pick up like normal on your next paychecks. But, um, if you're not working, you have the option to

maintain the coverage and make up to four weeks of direct payments if need be.

Speaker speaker_1: No, I am back working up. Um, took a vacation week.

Speaker speaker_0: Okay. Well, since you're back working-

Speaker speaker_1: But like-

Speaker speaker_0: ... um, um, once you receive your next paycheck, deductions will pick up like normal. I do know that.

Speaker speaker_1: Okay. Do you guys need the payment for the missed week?

Speaker speaker_0: Um, no, ma'am. Uh, unless you have any... unless you had services done, uh, no direct payment is nee- needed.

Speaker speaker_1: Okay. Very good. All right. Thank you.

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

Speaker speaker_1: You too. Bye.