

## Transcript: VICTORIA

Taylor-4632084631699456-4995345516511232

### Full Transcript

Thank you for calling Benefits and a Car. This is Victoria. How can I help you? Hi. Um, good morning. I'm, I was calling because my account was disabled, and I'm trying to figure out why. Okay. Um, what is the name of the agency you work for? Uh, Noor, N-O-O-R. Well, I, I don't work for them but they, they're the people that pay me. I'm sorry? I don't work for Noor, but they're the people that pay me. And that's who I'm representing. That's who I'm representing. Okay. Yes. That's... So that's the staffing agency you're working through, correct? Yeah. Okay. And the last four of your Social? Uh, 9811. And your first and last name? Uh, Deandre, D-E-A-N-D-R-E. Lancaster, L-A-N-C-A-S-T-E-R. Do you mind verifying your address and date of birth? 2301 5th Avenue, um, 1225 1988. And then phone number is the same phone number you're calling from? Yes. Okay. And then email is just gonna be first name last name 60 at gmail.com? Yes. Okay. Um, so I see we just haven't received the payroll deduction for this week yet. It would have been taken out of last week's check. Um, so, wait, say that again? So I see that you are enrolled into coverage. However, the coverage is not active for this week because we have not received the payroll deduction for it yet. It would have been taken out of last week's check. Oh, oh, let me see. I'm looking at my pay stub right now. So if, if, um, one week, if, if it isn't taken out, taken out one week, my whole, my whole account gets disabled? I'm, I'm sorry. I'm having a hard time hearing you. Sounds like you're a little bit muffled. Can you hear me now? Yes. Can you repeat what you said? I said that, um, if I, if, if it doesn't get taken out one week, um, my whole account gets disabled? It, it was taken out last week, though. I, I'm looking at my pay stub right now. So you pay for this coverage on a weekly basis. Yeah. If we don't receive a deduction on your check for the following week, then it would not be active. So as of right now, your enrollment is not currently active because we have not received the payroll deduction for this week. So who, who do I call or have to call, like, the staffing agency for this? Yeah, I mean, whoever is over your payroll. Now, are you trying to use... Like, are you trying to go to the doctor? Are you trying to go to- Yeah. ... the dentist? I'm trying to go to the doctor and the dentist, yeah. Okay. So, again, we have not received the deduction for this week. Um... Give me one second. Okay. Do you mind if I put you on a brief hold? Yeah, not a problem. All right. Thank you so much for holding. So you, you very well may need to reach out to your payroll department, um, because we don't handle payroll on our end, so I'm not sure how it works specifically for your employer. But typically, whenever you see a payroll deduction, um, taken out of your check, it provides coverage for the following week. We just haven't received one for this week yet. Now I do see that we s- received a deduction on the 7th of April, but that provided coverage for the, the 7th- Yeah. ... uh, April through the thir- 13th of April. Yeah. So they may- Okay. ... on the same... When do you typically get paid? We get paid every Thursday. Okay. So you w- you haven't received your pay for this week. So I'm, I'm thinking maybe they do it, your employer does it literally the

same week you get paid. Mm-hmm. Uh, but I would just reach out to payroll, because they should, they should be able to know for sure. But as of right now, because we have not received the deduction for this week, your coverage is not currently active. Okay. Um, so when it is active, how do I, like... Do I have a, do I get a card or something like that, to where I can just like, tell my provider this information and stuff like that? Or do I have to go on like, a website? You should have received an ID card to your email for your medical, and the dental is typically mailed to you. I haven't received either. Okay. I can look up both and send it to your email. Okay, thank you. You're welcome. Uh, was there anything else you might need help with? No. Th- that's all, thanks. Thank you. You're welcome. Have a good day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Car. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. Um, good morning. I'm, I was calling because my account was disabled, and I'm trying to figure out why.

Speaker speaker\_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker\_1: Uh, Noor, N-O-O-R. Well, I, I don't work for them but they, they're the people that pay me.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I don't work for Noor, but they're the people that pay me. And that's who I'm representing. That's who I'm representing.

Speaker speaker\_0: Okay. Yes. That's... So that's the staffing agency you're working through, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And the last four of your Social?

Speaker speaker\_1: Uh, 9811.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh, Deandre, D-E-A-N-D-R-E. Lancaster, L-A-N-C-A-S-T-E-R.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 2301 5th Avenue, um, 1225 1988.

Speaker speaker\_0: And then phone number is the same phone number you're calling from?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then email is just gonna be first name last name 60 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so I see we just haven't received the payroll deduction for this week yet. It would have been taken out of last week's check.

Speaker speaker\_1: Um, so, wait, say that again?

Speaker speaker\_0: So I see that you are enrolled into coverage. However, the coverage is not active for this week because we have not received the payroll deduction for it yet. It would have been taken out of last week's check.

Speaker speaker\_1: Oh, oh, let me see. I'm looking at my pay stub right now. So if, if, um, one week, if, if it isn't taken out, taken out one week, my whole, my whole account gets disabled?

Speaker speaker\_0: I'm, I'm sorry. I'm having a hard time hearing you. Sounds like you're a little bit muffled.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: Yes. Can you repeat what you said?

Speaker speaker\_1: I said that, um, if I, if, if it doesn't get taken out one week, um, my whole account gets disabled? It, it was taken out last week, though. I, I'm looking at my pay stub right now.

Speaker speaker\_0: So you pay for this coverage on a weekly basis.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: If we don't receive a deduction on your check for the following week, then it would not be active. So as of right now, your enrollment is not currently active because we have not received the payroll deduction for this week.

Speaker speaker\_1: So who, who do I call or have to call, like, the staffing agency for this?

Speaker speaker\_0: Yeah, I mean, whoever is over your payroll. Now, are you trying to use... Like, are you trying to go to the doctor? Are you trying to go to-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the dentist?

Speaker speaker\_1: I'm trying to go to the doctor and the dentist, yeah.

Speaker speaker\_0: Okay. So, again, we have not received the deduction for this week. Um... Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you mind if I put you on a brief hold?

Speaker speaker\_1: Yeah, not a problem.

Speaker speaker\_0: All right. Thank you so much for holding. So you, you very well may need to reach out to your payroll department, um, because we don't handle payroll on our end, so I'm not sure how it works specifically for your employer. But typically, whenever you see a payroll deduction, um, taken out of your check, it provides coverage for the following week. We just haven't received one for this week yet. Now I do see that we s- received a deduction on the 7th of April, but that provided coverage for the, the 7th-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... uh, April through the thir- 13th of April.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So they may-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... on the same... When do you typically get paid?

Speaker speaker\_1: We get paid every Thursday.

Speaker speaker\_0: Okay. So you w- you haven't received your pay for this week. So I'm, I'm thinking maybe they do it, your employer does it literally the same week you get paid.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Uh, but I would just reach out to payroll, because they should, they should be able to know for sure. But as of right now, because we have not received the deduction for this week, your coverage is not currently active.

Speaker speaker\_1: Okay. Um, so when it is active, how do I, like... Do I have a, do I get a card or something like that, to where I can just like, tell my provider this information and stuff like that? Or do I have to go on like, a website?

Speaker speaker\_0: You should have received an ID card to your email for your medical, and the dental is typically mailed to you.

Speaker speaker\_1: I haven't received either.

Speaker speaker\_0: Okay. I can look up both and send it to your email.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Uh, was there anything else you might need help with?

Speaker speaker\_1: No. Th- that's all, thanks. Thank you.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too. Bye-bye.