

Transcript: VICTORIA

Taylor-5015679108431872-4971731606355968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hey, I was told to give you a call because there was a lap- lapse in coverage in the last one, two weeks. Okay. What's the name of the agency you work for? TRC. And the last four of your Social? 9004. And your first and last name? Isaiah Leaks. Okay. Do you mind verifying your address and date of birth? 1417 20 Brook Drive, birthday April 3rd, 2002. Phone number is 470-710-5270? Yes. And email is leaksisaiah1@gmail.com? Mm-hmm. Okay. So, it looks like we just didn't receive a payroll deduction for this week, uh, this week's coverage at least. It would have been deducted out of your, um, check last week, so this week is not currently active. You do have the option to make a direct payment with us over the phone to make it active, um, otherwise it just wouldn't be active for this week. So, I don't have insurance 'cause I didn't get paid that week? Yeah. So the way that our coverage works is you pay for the coverage on a weekly basis, that's made out of your check. So, if there's ever a week where you didn't work for whatever reason, the only way to, you know, pay for the coverage is to call us directly and make a payment for that week. Otherwise it just wouldn't be active. Okay. Is it possible for you to send me TRC number? TRC's number? I, I don't have that. We work for multiple staffing agencies across the state, so we don't have the local branches numbers. Well, okay. I'll just give them a call then. Last week, the last week or two, we was off for, um, what's it, Christmas break. So, we didn't get paid for that because I'm still You don't get holiday pay. So, I'm pretty sure that's the reason why at the end of the day, so. I'm pretty sure it'll start back up on the 14th 'cause that's when I get paid again. Is there anything else I need to do, though? Yeah, I mean as long as you go... Once you go back to work, the deductions are gonna continue like normal, but the reason why you got that message was just letting you know that this week is not active and the only way to make it active is by making a direct payment with us, because you did not receive a paycheck last week. Okay. So, yeah, as long as you're back to work with them the deductions should start back up like normal. Okay. Thank you. You're welcome. You have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hey, I was told to give you a call because there was a lap- lapse in coverage in the last one, two weeks.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9004.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Isaiah Leaks.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 1417 20 Brook Drive, birthday April 3rd, 2002.

Speaker speaker_1: Phone number is 470-710-5270?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is leaksisaiah1@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So, it looks like we just didn't receive a payroll deduction for this week, uh, this week's coverage at least. It would have been deducted out of your, um, check last week, so this week is not currently active. You do have the option to make a direct payment with us over the phone to make it active, um, otherwise it just wouldn't be active for this week.

Speaker speaker_2: So, I don't have insurance 'cause I didn't get paid that week?

Speaker speaker_1: Yeah. So the way that our coverage works is you pay for the coverage on a weekly basis, that's made out of your check. So, if there's ever a week where you didn't work for whatever reason, the only way to, you know, pay for the coverage is to call us directly and make a payment for that week. Otherwise it just wouldn't be active.

Speaker speaker_2: Okay. Is it possible for you to send me TRC number?

Speaker speaker_1: TRC's number? I, I don't have that. We work for multiple staffing agencies across the state, so we don't have the local branches numbers.

Speaker speaker_2: Well, okay. I'll just give them a call then. Last week, the last week or two, we was off for, um, what's it, Christmas break. So, we didn't get paid for that because I'm still

Speaker speaker_3: You don't get holiday pay. So, I'm pretty sure that's the reason why at the end of the day, so. I'm pretty sure it'll start back up on the 14th 'cause that's when I get paid again. Is there anything else I need to do, though?

Speaker speaker_1: Yeah, I mean as long as you go... Once you go back to work, the deductions are gonna continue like normal, but the reason why you got that message was just

letting you know that this week is not active and the only way to make it active is by making a direct payment with us, because you did not receive a paycheck last week.

Speaker speaker_2: Okay.

Speaker speaker_1: So, yeah, as long as you're back to work with them the deductions should start back up like normal.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.