

Transcript: VICTORIA

Taylor-5421408581533696-5223097056575488

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? Hi, yes. Uh, I received a text saying that, uh, something. That a payment was missed or something. Okay, um- That's what it said. There it said, "Lapse in coverage in the last one to two weeks due to a missed payroll deduction." Gotcha. Uh, this is for medical insurance if you happen to work through, like, a staffing or temp agency. Yeah. So it sounds like, for whatever reason, we weren't able to make a deduction outta your check for the coverage. So it's just letting you know that the coverage is not currently active, um, and you do have the option to make a direct payment for it over the phone with us, um, otherwise- So my coverage is not active? Yes. If you missed a payroll deduction it wouldn't be active for the week. But that was due... Oh, I don't know how long ago that was. And you all just now emailing me telling me this? Well, I'll have to pull up your file and see exactly what's going on. Okay. What's the name of the agency you work for? Uh, Wagner. And the last four of your Social? 6232. And your first and last name? Annette Mintz. M-I-N-T-Z. Do you mind verifying your address and date of birth? 2171 Cane Commons Drive, Decatur, Georgia 30019. June 17th, 1966. Phone number's 678-849-2001? Yes. And then email's H-A-N-N Harris@AOL.com? That is correct. Okay, um... Let's see. So for this week you're act- your coverage is currently active. It looks like the only missed week we had was back in November, on the 11th of November. Why? I w- I was here during the, the 11th of November, and I got a payroll. I got it checked then. Yeah, so we have to- Wait, wait, wait, wait. ... do a... The deduction- So I... Mm-hmm. I was just gonna explain. So every time you get a check, the deduction that's made on that check is for the following week's coverage. So for November 11th through the 17th it was not active. It would have came out as a check the week before, so out of the paycheck issued between November 4th and November 10th. Okay, but this is December, so... That's what I'm saying, why is- Yeah, so again, currently your coverage is active. Did you just receive this text message? Yeah. Yes. That's what I'm saying. I'm just now receiving this text message. That's why it scared me. I was like, "What? What? What's going on?" Yeah, I'm- I just received it. I'm not sure to be honest with you, 'cause I see that your coverage for this week is active. The only week that I see that coverage was not active was back in November, November 11th through November 17th. Okay. 11th through the 17th. But I wonder why. Why did no one... Why did they not... Because I was out. Okay, so I was out for a week. The week that... It wasn't even a week, I was out from, uh, the last, like, the 28th of, of, um, uh, October to the 1st of November. Okay. I mean, I see your coverage was active during that time. I'm not too sure why it wasn't taken out, but it would have been taken out of the check the week before the 11th, so it would have had to have been something to do with the paycheck issued to you between the 4th and the 10th of November. Okay, but do... But, okay, so then let me ask you this. Do I have anything to be

worried about now because I don't know what the heck is going on. Yeah, like I said, currently your coverage is active for this week. It's just the only week your coverage was not active was November 11th through the 17th. But as of today, the coverage is active. Okay. So if I need to go to the doctor or whatever, I'm good to go? Yes, ma'am. Currently, as of December 4th, today, your act- your coverage is active. You paid for the coverage today. And it's active... Mm-hmm. Oh, okay. So just, it's like a, a weekly thing, just like, um... Right. Okay, so for this week... So, what you're saying, for this week I'm active? Yep. From December 2nd, which was Monday, up until- Mm-hmm. ... Sunday the 8th, you're active. All of- When is today? Is today Two-... No, today is Wednesday, right? Yes. Today's Wednesday. December 4th was Monday. Oh, wow. Okay. All right. I don't know why I just got that email today, it scared me. I was like, "What in the world is going on?" Yeah, to be honest with you, I'm not too sure. There must have been something going on technic- well, technical wise that I, I'm not even sure, because I see your coverage- Okay. ... is currently active, so... Okay. Yes, ma'am. All right, thank you. You're welcome. Have a good day. You too. Bye-bye. You too. Bye-bye. Did you need me to disconnect? Oh, yes, I'm sorry. I'm driving, I'm sorry. No worry. You have a good day. You too. Thank you. Bye-bye. Bye-bye.

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: Hi, yes. Uh, I received a text saying that, uh, something. That a payment was missed or something.

Speaker speaker_1: Okay, um-

Speaker speaker_2: That's what it said. There it said, "Lapse in coverage in the last one to two weeks due to a missed payroll deduction."

Speaker speaker_1: Gotcha. Uh, this is for medical insurance if you happen to work through, like, a staffing or temp agency.

Speaker speaker_2: Yeah.

Speaker speaker_1: So it sounds like, for whatever reason, we weren't able to make a deduction outta your check for the coverage. So it's just letting you know that the coverage is not currently active, um, and you do have the option to make a direct payment for it over the phone with us, um, otherwise-

Speaker speaker_2: So my coverage is not active?

Speaker speaker_1: Yes. If you missed a payroll deduction it wouldn't be active for the week.

Speaker speaker_2: But that was due... Oh, I don't know how long ago that was. And you all just now emailing me telling me this?

Speaker speaker_1: Well, I'll have to pull up your file and see exactly what's going on.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Uh, Wagner.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6232.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Annette Mintz. M-I-N-T-Z.

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

Speaker speaker_2: 2171 Cane Commons Drive, Decatur, Georgia 30019. June 17th, 1966.

Speaker speaker_1: Phone number's 678-849-2001?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email's H-A-N-N Harris@AOL.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay, um... Let's see. So for this week you're act- your coverage is currently active. It looks like the only missed week we had was back in November, on the 11th of November.

Speaker speaker_2: Why? I w- I was here during the, the 11th of November, and I got a payroll. I got it checked then.

Speaker speaker_1: Yeah, so we have to-

Speaker speaker_2: Wait, wait, wait, wait.

Speaker speaker_1: ... do a... The deduction-

Speaker speaker_2: So I...

Speaker speaker_1: Mm-hmm. I was just gonna explain. So every time you get a check, the deduction that's made on that check is for the following week's coverage. So for November 11th through the 17th it was not active. It would have came out as a check the week before, so out of the paycheck issued between November 4th and November 10th.

Speaker speaker_2: Okay, but this is December, so... That's what I'm saying, why is-

Speaker speaker_1: Yeah, so again, currently your coverage is active. Did you just receive this text message?

Speaker speaker_2: Yeah. Yes. That's what I'm saying. I'm just now receiving this text message. That's why it scared me. I was like, "What? What? What's going on?"

Speaker speaker_1: Yeah, I'm-

Speaker speaker_2: I just received it.

Speaker speaker_1: I'm not sure to be honest with you, 'cause I see that your coverage for this week is active. The only week that I see that coverage was not active was back in November, November 11th through November 17th.

Speaker speaker_2: Okay. 11th through the 17th. But I wonder why. Why did no one... Why did they not... Because I was out. Okay, so I was out for a week. The week that... It wasn't even a week, I was out from, uh, the last, like, the 28th of, of, um, uh, October to the 1st of November.

Speaker speaker_1: Okay. I mean, I see your coverage was active during that time. I'm not too sure why it wasn't taken out, but it would have been taken out of the check the week before the 11th, so it would have had to have been something to do with the paycheck issued to you between the 4th and the 10th of November.

Speaker speaker_2: Okay, but do... But, okay, so then let me ask you this. Do I have anything to be worried about now because I don't know what the heck is going on.

Speaker speaker_1: Yeah, like I said, currently your coverage is active for this week. It's just the only week your coverage was not active was November 11th through the 17th. But as of today, the coverage is active.

Speaker speaker_2: Okay. So if I need to go to the doctor or whatever, I'm good to go?

Speaker speaker_1: Yes, ma'am. Currently, as of December 4th, today, your act- your coverage is active. You paid for the coverage today.

Speaker speaker_2: And it's active... Mm-hmm. Oh, okay. So just, it's like a, a weekly thing, just like, um...

Speaker speaker_1: Right.

Speaker speaker_2: Okay, so for this week... So, what you're saying, for this week I'm active?

Speaker speaker_1: Yep. From December 2nd, which was Monday, up until-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... Sunday the 8th, you're active. All of-

Speaker speaker_2: When is today? Is today Two-... No, today is Wednesday, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Today's Wednesday.

Speaker speaker_1: December 4th was Monday.

Speaker speaker_2: Oh, wow. Okay. All right. I don't know why I just got that email today, it scared me. I was like, "What in the world is going on?"

Speaker speaker_1: Yeah, to be honest with you, I'm not too sure. There must have been something going on technic- well, technical wise that I, I'm not even sure, because I see your coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is currently active, so...

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: You too. Bye-bye. Did you need me to disconnect?

Speaker speaker_2: Oh, yes, I'm sorry. I'm driving, I'm sorry.

Speaker speaker_1: No worry. You have a good day.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.