

## **Transcript: VICTORIA**

**Taylor-5794127034892288-6675526734495744**

### **Full Transcript**

Thank you for calling Benefits by Nakaru. This is Faith forward, how can I help you? I was calling for a message that I received about... Uh, something about payroll, I don't know. So I'm just trying to see what it's for. Okay. Uh, this would be for medical insurance if you work through a staffing or a temp agency. Oh, okay. Yeah, I'm no longer at, with Megaforce so maybe that's what it was for. Okay. Did it say something like, uh, about a missed payroll deduction? Yeah. Okay. Um, so that is just letting you know we didn't receive the, uh, payroll deduction for the coverage. Now with you no longer being with, uh, Megaforce that makes sense. Um, you do have the option to make a direct payment with us if you wanna temporarily continue the coverage. Otherwise it just wouldn't be active. Um, and eventually it will roll over to Copra. Hmm. I don't want to go through with y'all at all. I'm with somebody else so I don't need the coverage. Okay. Yeah, there's nothing that you need to do on your end. Okay. It's just basically letting you know what's going on. Oh, it was that initial... Okay. I was like, "What is this?" Yes, ma'am. Oh, all right, thank you so much. You're welcome. Have a good day. You do the same. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits by Nakaru. This is Faith forward, how can I help you?

Speaker speaker\_1: I was calling for a message that I received about... Uh, something about payroll, I don't know. So I'm just trying to see what it's for.

Speaker speaker\_0: Okay. Uh, this would be for medical insurance if you work through a staffing or a temp agency.

Speaker speaker\_1: Oh, okay. Yeah, I'm no longer at, with Megaforce so maybe that's what it was for.

Speaker speaker\_0: Okay. Did it say something like, uh, about a missed payroll deduction?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, so that is just letting you know we didn't receive the, uh, payroll deduction for the coverage. Now with you no longer being with, uh, Megaforce that makes sense. Um, you do have the option to make a direct payment with us if you wanna temporarily continue the coverage. Otherwise it just wouldn't be active. Um, and eventually it

will roll over to Copra.

Speaker speaker\_1: Hmm. I don't want to go through with y'all at all. I'm with somebody else so I don't need the coverage.

Speaker speaker\_0: Okay. Yeah, there's nothing that you need to do on your end.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's just basically letting you know what's going on.

Speaker speaker\_1: Oh, it was that initial... Okay. I was like, "What is this?"

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Oh, all right, thank you so much.

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

Speaker speaker\_1: You do the same.

Speaker speaker\_0: Thank you.