

Transcript: Chris Sofield

(deactivated)-6044126772936704-6361152234143744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, Chris. Um, uh, I need to register for benefits. Okay. I tried to do it website and it's not taking my sign-in. Okay. Uh, what staffing company do you work with? Uh, B- BGSS. All right, and the last four of your social? 7306. And your first and last name? Sunny Riggs. All right, Ms. Riggs, could you verify your address and date of birth for me please? Uh-huh. It is, um, 303 Rowntree, all one word, Drive, and that's Euless, E-U-S-S, Texas 76039. Okay. And then the date of birth? 09-25-69. Okay. One moment. We have a phone on file of, it looks like 817-307-6506. Is that correct? Yes, it is. Okay. Okay, so yeah, um, I see why the site would not allow you to move forward with enrollment. Um, looks like what happened here, uh, you're outside of your eligibility window to enroll. Um- Well- ... your window started on September 30th and it was 30 days from that day. Uh, we're now past that. Well, I didn't get the message until October. Now they told me about it when I started and they said... I was like, "Well, do I need to do that now?" And you said, "No, you could wait." But the message that I got was, um, like October 9th, I think. Mm-hmm. Right. So that would have been about a week after the window started. Um- Okay. And what, uh, th- that was, uh... But again, the thing is, is that you, you do have that 30-day window from the date of your first check, which our system shows that was 09-30-24. Um- Uh-huh. And- I wonder why they would send me that after, because that would have been after. Uh, let me see what... Maybe I misread it. Okay. "Welcome to BGSS. You have 30 days to enroll in benefits. Call Benefits and a Card or, or email." That was October 8th. Okay. Um, so as far as, like, the wording of any messages or anything like that- Uh-huh. ... I believe that they're... that's, that's all set up by BG. Okay. So I couldn't tell you why anything like that would have happened, um, as far- All right. Well, darn. But, but at this time... Yeah, at this time you would either need a qualifying life event, something like losing insurance from another insurance company within the last 30 days- Uh-huh. ... or, um, or you would need to wait until open enrollment and BG typically holds their open enrollment in August. So that's already passed. Okay. That's already gone for the year. Well, I never use my insurance wa- anyway, so. Okay. Well, darn. You have a good day. Y- you as well, ma'am. Thanks again for calling. Mm-bye now. You're welcome. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, uh, I need to register for benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: I tried to do it website and it's not taking my sign-in.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Uh, B- BGSS.

Speaker speaker_1: All right, and the last four of your social?

Speaker speaker_2: 7306.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Sunny Riggs.

Speaker speaker_1: All right, Ms. Riggs, could you verify your address and date of birth for me please?

Speaker speaker_2: Uh-huh. It is, um, 303 Rowntree, all one word, Drive, and that's Euless, E-U-S-S, Texas 76039.

Speaker speaker_1: Okay. And then the date of birth?

Speaker speaker_2: 09-25-69.

Speaker speaker_1: Okay. One moment. We have a phone on file of, it looks like 817-307-6506. Is that correct?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. Okay, so yeah, um, I see why the site would not allow you to move forward with enrollment. Um, looks like what happened here, uh, you're outside of your eligibility window to enroll. Um-

Speaker speaker_2: Well-

Speaker speaker_1: ... your window started on September 30th and it was 30 days from that day. Uh, we're now past that.

Speaker speaker_2: Well, I didn't get the message until October. Now they told me about it when I started and they said... I was like, "Well, do I need to do that now?" And you said, "No, you could wait." But the message that I got was, um, like October 9th, I think. Mm-hmm.

Speaker speaker_1: Right. So that would have been about a week after the window started. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: And what, uh, th- that was, uh... But again, the thing is, is that you, you do have that 30-day window from the date of your first check, which our system shows that was 09-30-24. Um-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And-

Speaker speaker_2: I wonder why they would send me that after, because that would have been after. Uh, let me see what... Maybe I misread it. Okay. "Welcome to BGSS. You have 30 days to enroll in benefits. Call Benefits and a Card or, or email." That was October 8th.

Speaker speaker_1: Okay. Um, so as far as, like, the wording of any messages or anything like that-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... I believe that they're... that's, that's all set up by BG.

Speaker speaker_2: Okay.

Speaker speaker_1: So I couldn't tell you why anything like that would have happened, um, as far-

Speaker speaker_2: All right. Well, darn.

Speaker speaker_1: But, but at this time... Yeah, at this time you would either need a qualifying life event, something like losing insurance from another insurance company within the last 30 days-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... or, um, or you would need to wait until open enrollment and BG typically holds their open enrollment in August. So that's already passed.

Speaker speaker_2: Okay.

Speaker speaker_1: That's already gone for the year.

Speaker speaker_2: Well, I never use my insurance wa- anyway, so. Okay. Well, darn. You have a good day.

Speaker speaker_1: Y- you as well, ma'am. Thanks again for calling. Mm-bye now.

Speaker speaker_2: You're welcome. Bye-bye.