

## **Transcript: Francesca**

**Baez-4869791398150144-4794933205188608**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. I got an email saying that I have some information missing for BSG Staffing. For which staffing? I'm sorry. B-S-G. Oh. Let's see. What are the last four social to locate the account? 5108. And the last name? Shepard. Okay. Here we go. Can you please verify your mailing address for me and your date of birth? Uh, it's going to be 2170 Elk Road, Marietta, Georgia 30067 and 22687. Great. So for the address, we have a different address that you put on the form. Is it 3103, uh, Fourth Avenue, Myrna? 300- Yes, sir. Yeah. That one. All right. And then, we currently do not have any phone number. Would you like to provide a contact information for this account? Uh, hold on. Uh, hold on one second. Oh, I see why now. Is it for the bank letter that I sent over? Uh, no, it actually has to do with the benefits with them. Oh. You said in the system? No, sir. The benefits with them. That's what it has to do in regards to. So you want me to leave the account for now- All right. ... with no contact information? Oh, no, I'm pulling it up. I'm sorry. I don't know how hard it is. Um, I'm pulling it up. Okay. Is it by any chance what you're calling me on? No, not this one. Uh, 404- 404. ... 590 590... 590. 7608. 7608. And I have your email as first name period last name at yahoo.com. Yes. So you filled out their benefit form, specifically the insurance benefit form on April 18. And you had picked their primary virtual care plan but you also declined the benefits. So that was the reason why they were calling to see if you did want to enroll in our system, run an issue or if you were declining at the moment. Uh, I was declining. It didn't give me a option to decline both. ... So that's the issue. Oh, okay. Yeah. All right. So they did went ahead and already processed that declination since they were not able to speak with you. So you're all good on that portion of it. Okay. And that's specifically what we're calling for. Now anything that has to do with a specific job that they will be assigning you or the pay rate will have to be discussed with BGS Staffing directly. Okay. No problem. Um, as far as like, uh, not the pay rate but like my direct deposit, was that fine? Or can you- Yes, sir. You speak with them, I think. I'm not 100% sure but I believe either between their HR department or their payroll department in regarding to having to edit any direct deposit information. Okay. I thought that was it, but all right. And that's all I needed? All right. Well, we appreciate you returning our call. Hope you have a wonderful rest of your day today. All right. You too. Thanks. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I got an email saying that I have some information missing for BSG Staffing.

Speaker speaker\_0: For which staffing? I'm sorry.

Speaker speaker\_1: B-S-G.

Speaker speaker\_0: Oh. Let's see. What are the last four social to locate the account?

Speaker speaker\_1: 5108.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Shepard.

Speaker speaker\_0: Okay. Here we go. Can you please verify your mailing address for me and your date of birth?

Speaker speaker\_1: Uh, it's going to be 2170 Elk Road, Marietta, Georgia 30067 and 22687.

Speaker speaker\_0: Great. So for the address, we have a different address that you put on the form.

Speaker speaker\_1: Is it 3103, uh, Fourth Avenue, Myrna? 300-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah. That one.

Speaker speaker\_0: All right. And then, we currently do not have any phone number. Would you like to provide a contact information for this account?

Speaker speaker\_1: Uh, hold on. Uh, hold on one second.

Speaker speaker\_0: Oh, I see why now.

Speaker speaker\_1: Is it for the bank letter that I sent over?

Speaker speaker\_0: Uh, no, it actually has to do with the benefits with them.

Speaker speaker\_1: Oh. You said in the system?

Speaker speaker\_0: No, sir. The benefits with them. That's what it has to do in regards to. So you want me to leave the account for now-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... with no contact information?

Speaker speaker\_1: Oh, no, I'm pulling it up. I'm sorry. I don't know how hard it is. Um, I'm pulling it up.

Speaker speaker\_0: Okay. Is it by any chance what you're calling me on?

Speaker speaker\_1: No, not this one. Uh, 404-

Speaker speaker\_0: 404.

Speaker speaker\_1: ... 590 590...

Speaker speaker\_0: 590.

Speaker speaker\_1: 7608.

Speaker speaker\_0: 7608. And I have your email as first name period last name at yahoo.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So you filled out their benefit form, specifically the insurance benefit form on April 18. And you had picked their primary virtual care plan but you also declined the benefits. So that was the reason why they were calling to see if you did want to enroll in our system, run an issue or if you were declining at the moment.

Speaker speaker\_1: Uh, I was declining. It didn't give me a option to decline both. ... So that's the issue.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So they did went ahead and already processed that declination since they were not able to speak with you. So you're all good on that portion of it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And that's specifically what we're calling for. Now anything that has to do with a specific job that they will be assigning you or the pay rate will have to be discussed with BGS Staffing directly.

Speaker speaker\_1: Okay. No problem. Um, as far as like, uh, not the pay rate but like my direct deposit, was that fine? Or can you-

Speaker speaker\_0: Yes, sir. You speak with them, I think. I'm not 100% sure but I believe either between their HR department or their payroll department in regarding to having to edit any direct deposit information.

Speaker speaker\_1: Okay. I thought that was it, but all right. And that's all I needed?

Speaker speaker\_0: All right. Well, we appreciate you returning our call. Hope you have a wonderful rest of your day today.

Speaker speaker\_1: All right. You too. Thanks.

Speaker speaker\_0: Bye-bye.