

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I was calling to try to cancel my, um, benefits. What staffing company do you work with? Um, BGS Staffing. What are the last four of your Social? 8891. And your last name, please? Campbell. Please verify your mailing address and date of birth to make sure I'm in the right account. Um, it's 2205 Whitehaven Drive- I mean, uh- sorry. Oh my god. 1055 Talbot Estate, um, South Carolina, Lancaster. And then you said my birthday is August 7th, 2000. We have no number on the account. Would it be okay to put the phone number you're calling in today as a good contact for the future? Yes. Caller ID shows it as 614-398-8539? Yeah. Can I have your email down as first and last name 33@yahoo.com? Correct. All right. And you stated you would like to cancel the current benefits that you have the enrollment being processed for, correct? Correct. Okay. For the purpose of the line being recorded you stated you would like to cancel all current benefits with BGS Staffing. Correct. All right. So it should take one to two weeks for- actually, five to 10, sorry, business days for them to finish processing the cancellation. And there is a possibility you may experience one or two deductions which will mean one or two weeks of coverage. Okay. Well... Okay. All right. Was there anything else we can assist you with today? No, that's all. All right. I do hope you have a wonderful rest of your day. Thank you for calling- Wait, wait. I do have a question. Mm-hmm. I do have a question. I'm sorry. How do I even get the benefits? Like how do I- I don't even have the card or anything. 'Cause they haven't been activated yet, ma'am. So your enrollment was already- Oh. ... processed which means that BGS Staffing system is already processing to take the money out, but we haven't received any payment for the policy to be activated yet. So if you do see- Oh. ... one or two deductions, that will mean you'll have one or two weeks of coverage being active. If it does happen- Okay. ... you're able to call us Tuesday, Wednesday of that week to see if we're able to get the virtual copy of the vision and the medical card. Okay, that works. Okay. All right. Anything else we can assist you with? No, that's all. All right. I do hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I was calling to try to cancel my, um, benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, BGS Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 8891.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Campbell.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_2: Um, it's 2205 Whitehaven Drive- I mean, uh- sorry. Oh my god. 1055 Talbot Estate, um, South Carolina, Lancaster. And then you said my birthday is August 7th, 2000.

Speaker speaker_1: We have no number on the account. Would it be okay to put the phone number you're calling in today as a good contact for the future?

Speaker speaker_2: Yes.

Speaker speaker_1: Caller ID shows it as 614-398-8539?

Speaker speaker_2: Yeah.

Speaker speaker_1: Can I have your email down as first and last name 33@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. And you stated you would like to cancel the current benefits that you have the enrollment being processed for, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. For the purpose of the line beings r-recorded you stated you would like to cancel all current benefits with BGS Staffing.

Speaker speaker_2: Correct.

Speaker speaker_1: All right. So it should take one to two weeks for- actually, five to 10, sorry, business days for them to finish processing the cancellation. And there is a possibility you may experience one or two deductions which will mean one or two weeks of coverage.

Speaker speaker_2: Okay. Well...

Speaker speaker_1: Okay. All right. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day. Thank you for calling-

Speaker speaker_2: Wait, wait. I do have a question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I do have a question. I'm sorry. How do I even get the benefits? Like how do I- I don't even have the card or anything.

Speaker speaker_1: 'Cause they haven't been activated yet, ma'am. So your enrollment was already-

Speaker speaker_2: Oh.

Speaker speaker_1: ... processed which means that BGS Staffing system is already processing to take the money out, but we haven't received any payment for the policy to be activated yet. So if you do see-

Speaker speaker_2: Oh.

Speaker speaker_1: ... one or two deductions, that will mean you'll have one or two weeks of coverage being active. If it does happen-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you're able to call us Tuesday, Wednesday of that week to see if we're able to get the virtual copy of the vision and the medical card.

Speaker speaker_2: Okay, that works. Okay.

Speaker speaker_1: All right. Anything else we can assist you with?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_2: Thank you.