

Transcript: Justin

Mills-4773421410598912-6075687518257152

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. How you doing? Um, my name is Cadet, and I called regarding my insurance. Okay. What's the staffing agency you work for? BGSS. And the last four of your social? 3523. And for security purposes, can you verify your home address, including city, state and zip code? 2524 Acadia Boulevard, Malvern, New Jersey 07746. And confirm your date of birth. 5/5/92. And a good cell phone number has a 609-638-6052. That's correct. And the email it has is wcadet.eugene@gmail. Correct. Okay. How can I help you today? Yes, I would like to activate my, my health insurance. Okay. Can... Is it possible? Um, did you start a new assignment with BG Staffing? Yes, I started one. I had an insurance before, and I had to cancel it. Um, I canceled it last year. I would like to reactivate it if possible. Um, well, quick question, did you start a new assignment here lately? When did you start that new assignment? Oh, new assignment. Um, no, I'm here... My position since June last year. I just walked on. Okay. Um, okay. So unfortunately, we wouldn't be able to reinstate the coverage due to the fact that you canceled the enrollment. Um, so unfortunately, we wouldn't be able to reinstate that coverage unless you experienced a qualified life event or if you were in BG Staffing's next open enrollment period. However, BG Staffing does have their open enrollment period... Let me check. Usually sometime in August, but let me verify. Mm-hmm. BG. BG. Where you at? Yeah, so la- last year they had it from August 19th to September 27th. So I presume sometime, um, around that time this year. Okay. So you said June, August to September. Sorry, August to September. Correct. Okay. All right. So do I need to call you or should I call BG for that? Um, so we would... Us, at Benefits and A Card, we usually send out mass text messages usually one to two weeks before the open enrollment period happens to get everybody well aware. Um, so you would call us back at Benefits and A Card once that period happens. Okay, I understand. Thanks for the information. You're welcome. You have a great day, okay? You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. How you doing? Um, my name is Cadet, and I called regarding my insurance.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: BGSS.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 3523.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: 2524 Acadia Boulevard, Malvern, New Jersey 07746.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 5/5/92.

Speaker speaker_0: And a good cell phone number has a 609-638-6052.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email it has is wcadet.eugene@gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Yes, I would like to activate my, my health insurance.

Speaker speaker_0: Okay.

Speaker speaker_1: Can... Is it possible?

Speaker speaker_0: Um, did you start a new assignment with BG Staffing?

Speaker speaker_1: Yes, I started one. I had an insurance before, and I had to cancel it. Um, I canceled it last year. I would like to reactivate it if possible.

Speaker speaker_0: Um, well, quick question, did you start a new assignment here lately? When did you start that new assignment?

Speaker speaker_1: Oh, new assignment. Um, no, I'm here... My position since June last year. I just walked on.

Speaker speaker_0: Okay. Um, okay. So unfortunately, we wouldn't be able to reinstate the coverage due to the fact that you canceled the enrollment. Um, so unfortunately, we wouldn't be able to reinstate that coverage unless you experienced a qualified life event or if you were in BG Staffing's next open enrollment period. However, BG Staffing does have their open enrollment period... Let me check. Usually sometime in August, but let me verify.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: BG. BG. Where you at? Yeah, so la- last year they had it from August 19th to September 27th. So I presume sometime, um, around that time this year.

Speaker speaker_1: Okay. So you said June, August to September. Sorry, August to September.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right. So do I need to call you or should I call BG for that?

Speaker speaker_0: Um, so we would... Us, at Benefits and A Card, we usually send out mass text messages usually one to two weeks before the open enrollment period happens to get everybody well aware. Um, so you would call us back at Benefits and A Card once that period happens.

Speaker speaker_1: Okay, I understand. Thanks for the information.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.