

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, sir. My name is Edward Turner. I work for BG Staffing, uh, and I was calling to, uh, let go of my insurance. Okay. Um, what's the staffing agency... or BG Staffing? What's the last four of your Social? B0555. And your first and last name? My first name is Edward. My last name is Turner. My address is 1413 Highland Avenue, Columbia, Tennessee 38401. Uh, my birthday is 12-25-1982. And a good telephone number I have is 931-626-7380. Perfect. And the email I have is turner3.edward@gmail. Yes, sir. Okay, so let's see here. Uh, I have a question though. I wanna let everything go, uh, except dental, unless there's a co-pay on dental, and then I'll keep my current dental and I'll let it all go. Okay, so looking at the file, it looks like you're court ordered to have coverage for employee plus child, so unfortunately, I wouldn't be able to cancel the coverage right now, unless we receive- Oh. ... a termination letter from the court. Thank... Uh, my... Uh, I, I already have insurance for them, uh, and myself, so my, uh, my child support case worker emailed you over... Uh, do, do you not see, um, a, eh, uh, like an attachment to my name? Uh, because I've been trying to do this for two weeks. So she sent over a termination of, uh, insurance letter to you guys. Okay, um, well looking at your file, I'm not seeing that it's, uh, has been attached to your file just yet, so I may have to reach out to the- Um, well, it was se-... It was done over... It was done over a week ago, so there's the issue. Do you mind holding on just one moment and I'll bring her in where she can, she sees that, uh, email to you? Yes, sir. Could we... Sir? Yes, sir. Okay, hold on one moment. Hey, you're calling BG. This is Michelle. Hey, Michelle, this is Edward. I'm on the phone... We're actually on a, uh, conference call. Uh, oh, dang, where'd he go? Hold on. I'm still here. I'm sorry. Oh, okay. Um, we're actually on a conference call. Uh, I called the, uh, um, the Benefits in a Card, and he's not respecting- Mm-hmm. ... that termination of insurance letter and I need help with this because it's, it's taking all of my shit. Okay. Um, well where did they say... I know when she said yesterday they sent it to payroll, I believe, right? Oh, she- And she said she CC'd you. Did you look at your email to see if you have a copy of it? Let's see. Hold on just one moment. So he had called the attorney general yesterday, and the lady, um, said that they had sent a letter and it clearly states h- he's able to terminate his, his benefits. Um, so he's just trying to figure out where that... If it doesn't get sent to me, I don't do, you know, the payroll obviously, um, so we're just trying to figure out just where that letter is so he can get it to you guys, 'cause they did say I guess if he has insurance through a third party, he doesn't have to carry it through BG. Totally understand. Um, so I was informing Edward, uh, like I s- uh, Edward earlier that we haven't received the information. We're looking at the file. Mm-hmm. Gotcha. We haven't received a termination letter from, uh, the court just yet. Mm-hmm. So I may have to beam... I may have to, uh, provide him with our email so he can

send that letter to us so we can have, uh, my back office send it over there. Right. Does that take some time? Uh, yes, ma'am. Does it take some time sometimes? Yes, ma'am. Okay. Because I believe she said she sent it yesterday maybe? And he called her Oh... .. the number three way, so may- So the field tax payroll, is that from you, Michelle? No, that is from Berool. Well, nobody's answering me back from them. Okay, so what about the attorney general? Search their email. Okay, hold on one moment. No, she did not send me a copy of it. I can have her... Uh, uh, sir, do you mind sending me your email and I can get her on the phone? Um, and then, uh, and, and we send it directly to you? Would that help? Yeah, I can have it... Uh, I can have you send it to our info box. Um, just let me know whenever you're ready. Okay. Okay, so the email is info, so it's I-N-F-O, @benefitsandacard.com. So the name of our company,.com. Um, but I would also include your, the, like, BG Staffing, your last name, and then the last four of your Social as well, and just a brief description- Benefits and a card? Yes. Benefitsandacard.com. Yes, sir. All right, I will do that. Yep. Um, well, is there anything else that I could he- assist y'all with today? Um, uh, well, if, if we send that, if the info, uh, um, email that you just gave me, would that h- go directly to you? Um, so it'll go to, directly to the w- or customer representative that's responsible for taking those emails and sending them to our back office. Um, I actually personally don't have access to sending that information to our back office, but the representative that's in charge of those emails will do that. Okay, does... And does back office, uh, answer the phone or do they... are they online only? Uh, so it's only emails. Um, so I honestly don't know my back office's schedule. However, I do know that it will, to receive word back from them, it will take between 24 to 48 business hours. I do know that. All right. Thank you, sir. You're welcome. Is there anything else I could he- help you out with today, Edward? No, sir. Okay, well thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Thank you. 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 Justin. How can I help you today?

Speaker speaker_2: Yes, sir. My name is Edward Turner. I work for BG Staffing, uh, and I was calling to, uh, let go of my insurance.

Speaker speaker_1: Okay. Um, what's the staffing agency... or BG Staffing? What's the last four of your Social?

Speaker speaker_2: B0555.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: My first name is Edward. My last name is Turner. My address is 1413 Highland Avenue, Columbia, Tennessee 38401. Uh, my birthday is 12-25-1982.

Speaker speaker_1: And a good telephone number I have is 931-626-7380.

Speaker speaker_2: Perfect.

Speaker speaker_1: And the email I have is turner3.edward@gmail.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here.

Speaker speaker_2: Uh, I have a question though. I wanna let everything go, uh, except dental, unless there's a co-pay on dental, and then I'll keep my current dental and I'll let it all go.

Speaker speaker_1: Okay, so looking at the file, it looks like you're court ordered to have coverage for employee plus child, so unfortunately, I wouldn't be able to cancel the coverage right now, unless we receive-

Speaker speaker_2: Oh.

Speaker speaker_1: ... a termination letter from the court.

Speaker speaker_2: Thank... Uh, my... Uh, I, I already have insurance for them, uh, and myself, so my, uh, my child support case worker emailed you over... Uh, do, do you not see, um, a, eh, uh, like an attachment to my name? Uh, because I've been trying to do this for two weeks. So she sent over a termination of, uh, insurance letter to you guys.

Speaker speaker_1: Okay, um, well looking at your file, I'm not seeing that it's, uh, has been attached to your file just yet, so I may have to reach out to the-

Speaker speaker_2: Um, well, it was se-... It was done over... It was done over a week ago, so there's the issue. Do you mind holding on just one moment and I'll bring her in where she can, she sees that, uh, email to you?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Could we... Sir?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, hold on one moment.

Speaker speaker_0: Hey, you're calling BG. This is Michelle.

Speaker speaker_2: Hey, Michelle, this is Edward. I'm on the phone... We're actually on a, uh, conference call. Uh, oh, dang, where'd he go? Hold on.

Speaker speaker_1: I'm still here. I'm sorry.

Speaker speaker_2: Oh, okay. Um, we're actually on a conference call. Uh, I called the, uh, um, the Benefits in a Card, and he's not respecting-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... that termination of insurance letter and I need help with this because it's, it's taking all of my shit.

Speaker speaker_0: Okay. Um, well where did they say... I know when she said yesterday they sent it to payroll, I believe, right?

Speaker speaker_2: Oh, she-

Speaker speaker_0: And she said she CC'd you. Did you look at your email to see if you have a copy of it?

Speaker speaker_2: Let's see. Hold on just one moment.

Speaker speaker_0: So he had called the attorney general yesterday, and the lady, um, said that they had sent a letter and it clearly states h- he's able to terminate his, his benefits. Um, so he's just trying to figure out where that... If it doesn't get sent to me, I don't do, you know, the payroll obviously, um, so we're just trying to figure out just where that letter is so he can get it to you guys, 'cause they did say I guess if he has insurance through a third party, he doesn't have to carry it through BG.

Speaker speaker_1: Totally understand. Um, so I was informing Edward, uh, like I s- uh, Edward earlier that we haven't received the information. We're looking at the file.

Speaker speaker_0: Mm-hmm. Gotcha.

Speaker speaker_1: We haven't received a termination letter from, uh, the court just yet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I may have to beam... I may have to, uh, provide him with our email so he can send that letter to us so we can have, uh, my back office send it over there.

Speaker speaker_0: Right. Does that take some time?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Does it take some time sometimes?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Because I believe she said she sent it yesterday maybe? And he called her

Speaker speaker_3: Oh...

Speaker speaker_0: ... the number three way, so may-

Speaker speaker_2: So the field tax payroll, is that from you, Michelle?

Speaker speaker_0: No, that is from Berool.

Speaker speaker_2: Well, nobody's answering me back from them.

Speaker speaker_0: Okay, so what about the attorney general? Search their email.

Speaker speaker_2: Okay, hold on one moment. No, she did not send me a copy of it. I can have her... Uh, uh, sir, do you mind sending me your email and I can get her on the phone?

Um, and then, uh, and, and we send it directly to you? Would that help?

Speaker speaker_1: Yeah, I can have it... Uh, I can have you send it to our info box. Um, just let me know whenever you're ready.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so the email is info, so it's I-N-F-O, @benefitsandacard.com. So the name of our company,.com. Um, but I would also include your, the, like, BG Staffing, your last name, and then the last four of your Social as well, and just a brief description-

Speaker speaker_2: Benefits and a card?

Speaker speaker_1: Yes. Benefitsandacard.com. Yes, sir.

Speaker speaker_2: All right, I will do that.

Speaker speaker_1: Yep. Um, well, is there anything else that I could he- assist y'all with today?

Speaker speaker_2: Um, uh, well, if, if we send that, if the info, uh, um, email that you just gave me, would that h- go directly to you?

Speaker speaker_1: Um, so it'll go to, directly to the w- or customer representative that's responsible for taking those emails and sending them to our back office. Um, I actually personally don't have access to sending that information to our back office, but the representative that's in charge of those emails will do that.

Speaker speaker_2: Okay, does... And does back office, uh, answer the phone or do they... are they online only?

Speaker speaker_1: Uh, so it's only emails. Um, so I honestly don't know my back office's schedule. However, I do know that it will, to receive word back from them, it will take between 24 to 48 business hours. I do know that.

Speaker speaker_2: All right. Thank you, sir.

Speaker speaker_1: You're welcome. Is there anything else I could he- help you out with today, Edward?

Speaker speaker_2: No, sir.

Speaker speaker_1: Okay, well thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.