

Transcript: Justin

Mills-5731333589909504-4948488273477632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. How you doing today, Justin? My name is John Doe. I'm doing pretty well. And yourself? Hello? Hello? You can hear me? Yeah, I can hear you. I'm listening. Okay. I was, uh, wondering, I work with BGSL, and, uh, I was getting insurance, but I'm... Uh, she said I never signed up, but, um, I was getting insurance cut out of my check from this company. That's what she sent me. BGSL just sent me here. Yeah. Let me check on that for you. So BG Staffing, what's the last four of your social? 3572. And your first and last name? John Doe. And for security purposes, could you verify the home address, including city, state and zip code? 9111 South Hall Street, uh, Chicago, Illinois 60620. And confirm your date of birth. 05-25-95, 1995. And a good telephone number have a 773-322-5857. Yeah. That's the... That's my old number. If you want to update it, it's this number. You want to get it so... Yeah. What's that good telephone number for you? 773-240-4374. And just to confirm, 773-240-4374? Yeah. That's correct. And the email has johndoe99@gmail? Yes. That's correct. Okay. So let's see here. Um, if you don't mind me asking, how much was that deduction that came off your paycheck? Uh, it was over \$100, but, uh, it's, it's, it's multiple, it's multiple cards and I'm trying to see that. Okay. 'Cause looking at the file, I'm not seeing you currently enrolled in anything. Um, the last thing that we had on you was back on... In February of, of this year. Right. That's what I'm saying. And was there a deduction out of that? Uh, well, we haven't had a deduction from you since February of 2024, um, you- But what about last year? What about last year? Yeah. So you had the VIP standard, which was a medical plan at \$16.80 or 78 cents. And then it rolled over to Cobra after four consecutive weeks of non-payment. Hmm. So, I mean, what I can do, I mean, I can email you a requested document email, and then you can attach, uh, your pay stub to that email and send it back to me and I can have my back office look at it and investigate. All right. I was just saying, 'cause I know about the end of the year benefits too, uh, where, where we get the money deducted and then we get it back, like, so it's like on a 20th. Um, no. Honestly, I don't have any idea about that. Um, I would reach out to BG Staffing regarding that, because I know that once you are enrolled in the benefits, I don't believe they're... It's reimbursable, if that makes any sense. All right. I was just saying, because, um, I... They said that, uh, she said that I never enrolled and never had insurance at all. Never ever. Like, since I've been with the company. And you say, you stated from last year that I did have... Yes, sir, 'cause checking note history, you called on September 11th of 2023 to enroll into the VIP standard. Uh, you were advised of the one to two week, uh, pending enrollment process and coverage activation, same with ID card information. So you did technically call to enroll in the benefits. Right. And, but, I'm just saying, because my... The, the person, and she's not my boss, but the person who takes care of us or over us, she's saying that I never had benefits at all. Okay.

Well, I would reach back out to her. Let her know you spoke with Benefits in a Card and they informed you that you did enroll into benefits last year in 2023. Um, looking at the file, you're not currently enrolled in anything through them anymore. I mean, I can opt you out of benefits, if, if need be, and then send you that requested document email so we can investigate what that deduction is. Okay. We could do that. Okay. Um, but bear with me one second while I email you that information. Do you mind if I place you on a brief hold for a second? Yes, man. Okay. Hello, John. You still there? Yes, sir. Thank you so much for holding. So I went ahead and emailed you that requested document email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder. Okay? Yeah. I received it. Okay. Now there are directions in the email that I sent you as well. Just follow those directions and then send it back to me. And then once I do receive word back, I can give you a call back, letting into my back office's response. Okay? Yes, sir. Okay. Well, is there anything else I could help you out with today? No, sir. Thank you for all the help. You're welcome. You have a great day. Okay? Have a good one as well. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_3: Hey. How you doing today, Justin? My name is John Doe.

Speaker speaker_2: I'm doing pretty well. And yourself?

Speaker speaker_3: Hello? Hello? You can hear me?

Speaker speaker_2: Yeah, I can hear you. I'm listening.

Speaker speaker_3: Okay. I was, uh, wondering, I work with BGSL, and, uh, I was getting insurance, but I'm... Uh, she said I never signed up, but, um, I was getting insurance cut out of my check from this company. That's what she sent me. BGSL just sent me here.

Speaker speaker_2: Yeah. Let me check on that for you. So BG Staffing, what's the last four of your social?

Speaker speaker_3: 3572.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: John Doe.

Speaker speaker_2: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_3: 9111 South Hall Street, uh, Chicago, Illinois 60620.

Speaker speaker_2: And confirm your date of birth.

Speaker speaker_3: 05-25-95, 1995.

Speaker speaker_2: And a good telephone number have a 773-322-5857.

Speaker speaker_3: Yeah. That's the... That's my old number. If you want to update it, it's this number. You want to get it so...

Speaker speaker_2: Yeah. What's that good telephone number for you?

Speaker speaker_3: 773-240-4374.

Speaker speaker_2: And just to confirm, 773-240-4374?

Speaker speaker_3: Yeah. That's correct.

Speaker speaker_2: And the email has johndoe99@gmail?

Speaker speaker_3: Yes. That's correct.

Speaker speaker_2: Okay. So let's see here. Um, if you don't mind me asking, how much was that deduction that came off your paycheck?

Speaker speaker_3: Uh, it was over \$100, but, uh, it's, it's, it's multiple, it's multiple cards and I'm trying to see that.

Speaker speaker_2: Okay. 'Cause looking at the file, I'm not seeing you currently enrolled in anything. Um, the last thing that we had on you was back on... In February of, of this year.

Speaker speaker_3: Right. That's what I'm saying. And was there a deduction out of that?

Speaker speaker_2: Uh, well, we haven't had a deduction from you since February of 2024, um, you-

Speaker speaker_3: But what about last year? What about last year?

Speaker speaker_2: Yeah. So you had the VIP standard, which was a medical plan at \$16.80 or 78 cents. And then it rolled over to Cobra after four consecutive weeks of non-payment.

Speaker speaker_3: Hmm.

Speaker speaker_2: So, I mean, what I can do, I mean, I can email you a requested document email, and then you can attach, uh, your pay stub to that email and send it back to me and I can have my back office look at it and investigate.

Speaker speaker_3: All right. I was just saying, 'cause I know about the end of the year benefits too, uh, where, where we get the money deducted and then we get it back, like, so it's like on a 20th.

Speaker speaker_2: Um, no. Honestly, I don't have any idea about that. Um, I would reach out to BG Staffing regarding that, because I know that once you are enrolled in the benefits, I don't believe they're... It's reimbursable, if that makes any sense.

Speaker speaker_3: All right. I was just saying, because, um, I... They said that, uh, she said that I never enrolled and never had insurance at all. Never ever. Like, since I've been with the company. And you say, you stated from last year that I did have...

Speaker speaker_2: Yes, sir, 'cause checking note history, you called on September 11th of 2023 to enroll into the VIP standard. Uh, you were advised of the one to two week, uh, pending enrollment process and coverage activation, same with ID card information. So you did technically call to enroll in the benefits.

Speaker speaker_3: Right. And, but, I'm just saying, because my... The, the person, and she's not my boss, but the person who takes care of us or over us, she's saying that I never had benefits at all.

Speaker speaker_2: Okay. Well, I would reach back out to her. Let her know you spoke with Benefits in a Card and they informed you that you did enroll into benefits last year in 2023. Um, looking at the file, you're not currently enrolled in anything through them anymore. I mean, I can opt you out of benefits, if, if need be, and then send you that requested document email so we can investigate what that deduction is.

Speaker speaker_3: Okay. We could do that.

Speaker speaker_2: Okay. Um, but bear with me one second while I email you that information. Do you mind if I place you on a brief hold for a second?

Speaker speaker_3: Yes, man.

Speaker speaker_2: Okay. Hello, John. You still there?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Thank you so much for holding. So I went ahead and emailed you that requested document email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_3: Yeah. I received it.

Speaker speaker_2: Okay. Now there are directions in the email that I sent you as well. Just follow those directions and then send it back to me. And then once I do receive word back, I can give you a call back, letting into my back office's response. Okay?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay. Well, is there anything else I could help you out with today?

Speaker speaker_3: No, sir. Thank you for all the help.

Speaker speaker_2: You're welcome. You have a great day. Okay?

Speaker speaker_3: Have a good one as well.

Speaker speaker_2: Thank you. Bye-bye.