

Transcript: Justin

Mills-6185639326302208-6037570370715648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yes, uh, I, I got a, a text message said that, um, there's a lapse of payment. Um, do you mind reading out the text message for me? It says, "There was a lapse in coverage in your last two... last one to two weeks, and it's due to missed payment deduction. Call BIC and make your pay, make your payment." Yeah, so that text message you received was just a courtesy reminder from your staffing agency, letting you know they didn't make a deduction on you, so you're not currently active in the benefits offered through them, like health insurance. Mm-hmm. However, if you are back working with them and receiving a paycheck, deductions should pick up like normal. Okay. Well, I was injured on a job about, uh, almost a month ago. Mm-hmm. So I'm on disability workman's comp. Okay. Okay, so did you want to make a direct payment for it to have active coverage for this week? Um... Once I make another, another, another payment, i- it will, it will activate again? Uh, yes, sir. So if I accept a direct payment today, you'll become active in the coverage again. Yes, sir. Okay. Uh, do you know how much it was? Um, I would have to pull your file for that. Uh, BG Staffing, what's the last four of your social? 0237. And what was your first and last name? Richard Ortiz II. And for security purposes, can you verify your home address, including city, state and ZIP code, Richard? 25355 Cypress Avenue, Hayward, California. Apartment 202, Hayward, California. And your date of birth? January 1st is 6. And a good telephone number has 510-258-1099? Yep. And the email has II4769@sbcglobal.net? Yep. Okay, so let's see here. Let's see here. So it looks like your total premium would be \$40 even. \$40 even? Yes, sir. So four, zero. \$40. Okay. Okay, so let me get that direct payment set up for you. You already, you already have my banking information, don't you? No, sir. So we're not allowed to keep debit card or card information on file, um, so I would have to obtain that information from you to process the, uh, direct payment. Can I make a payment online? Um, you should be able to make a payment online. Um, let me see what that website is. Bear with me one second. So the website is www.my, so M-Y, B-I-A-C.com/bgstaffing. And then you would just be able to log in to your account from there. Okay. Oh, I didn't get that. Um, the website is my, so M-Y, then it's B as in boy, I as in igloo, A as in alpha, C as in Charlie.com/bgstaffing. Hey, I, I, um... What was that again? I'm sorry. Hold on a sec. Hold on one sec. Hello, are you still there? Just a second. Okay. Is there anything else I can help you out with today, Richard? Was it, was it B-I, B-M-I-B-I-A-C@.com? No, sir. It's, so it's M-Y, so M as in Mary, Y as in Yankee, B as in bravo, I as in in- indi- indigo. Wait, B, you say B, B, um, Y, M-Y-B-I-A-C? Yes, sir. So M-Y-B-I-A-C.com/bgstaffing. B-I-B-C/. So, My-, so M-Y-B-I-A-C.com/bgstaffing. Okay. It says, "File or direction not found." So bear with me one second. So BG Staffing, right? Yes, sir. Let's see here, BG Staffing. One, two... That's two Fs, right? S-T-A-F- Yes, sir. Uh, Staffing, S-T-A-F-F-I-N-G. Let's see what their website is. S

what? S-T-A-F-F-I-N-G, Staffing. Yeah. M-Y-B-I-A... There. Do you mind if I place you on a brief hold for a second? Sure. Hello. Are you still there? Yep. Okay. So it's, so it's still mybiac.com and then after.com put /bgsf. B-B-Y, I mean, M-Y-B-I-C-A-I-C-B-G- Dot com. Let me just, here. Www.mybiac.com/ Bgsf. S-f, staff. No, no staffing at the end. Just bgsf. That's it. Oh, okay. There it is. And when you go to the website, click, uh, "Enroll or Decline Coverage," 'cause if you click "Member Login," that's just gonna give you, like, an employee ID number. Uh, we don't have access to that information. So, it'll be "Enroll or Decline Coverage" and then that's where you log in from the BG website. You would just use your, um, email, the ii4769@sbcglobal.net as your email, and then whatever your password was. Um, if you did forget the password, you can reset it and then gain access to the account from there. Oh, it's right here. It goes, go to where? Um, so when you're on the BGSF website, you'll see options. It says "download document," "member login," "enroll/decline coverage." Click "Enroll/Decline Coverage." And then once you click on "Enroll/Decline Coverage," it'll bring you to a login page. Then you would just put in your email that you have under BenefitsWizard, which is the ii4769- Well, um, let me see. I don't, I don't... Hold on a second here. Yeah, I'm at BGSF, um... Oh, wait a minute. Did I... Or let me, let me do this again. Okay. Okay. Let's see. And then, where do I go now, Nick? To where? "Make a Payment"? Yes, sir. Did you log into the website? Yes. Okay, so once you're logged in, yes, sir, "Make a, Make a Payment." Click "Make a Payment" and you should select the option for this week, the 23rd through the 29th I believe? Yes, sir. Um, but other than that, is there anything else that I could assist you with today? No, hold on a second. It's not working here. I guess I can do it through, through the phone. Okay. So, let's see here. It's not working on the, on the, um, website. It won't- No worries. I can get it, uh, accepted through the phone. So, let's see here. And just to confirm, the same address we have on file is the same as your billing address? Yeah. Okay. 55355 Cypress. Go to zip code. 44444. Okay, and the credit card number. I'll, I'll... Sorry. Now, after, after I get... After I go back to work, get worked, w- will this payment stop and go back to my regular paycheck? Yes, sir. So, once you're back working and receiving paychecks like normal, deductions will pick up like normal. Okay. 5403-2478-0185-04. I'm sorry, 0545. And just to confirm, 5403-2478-0185-0545? Yep. And expiration date? Uh, 7/7/26. 6. And the CVC number? 494. Okay. I might go ahead and process the direct payment of \$40. Can't verify PIN. Let's see here. Okay. So, it looks like it failed. Can't verify PIN number. Uh, so let's see. Do you have another card? You, you should get the record... it's say, 07. What was... four, 497 was it? Right, code should work. Oh, I thought you said 494. So it's 497, correct? For the- 497. ... CVC number? Yeah. Okay. Let me go ahead and retry that. Let's see here. Okay, so payment was successful that time. Um, you should be receiving a email regarding that payment here momentarily, but other than that Richard, is there anything else I can help you out with today? No. Now will this be every week or every month? Um, it's weekly deductions, so you would call every week. So if you receive that text message on Wednesdays, you would call on the Wednesday to make the direct payment. Um, but if you actually wanted like a full week of coverage, since you are out of work, you can call every Monday to make a direct payment then, so you have full, uh, week of coverage, if that makes any sense. Okay. So don't, don't... So this don't, so it's on... last for a week, right? Uh, what was that again? I'm sorry. So next week I got, I got to call and make a payment? Correct. If you don't receive a paycheck this week, you would call on the 30th to make a direct payment for that week, yes sir. Okay. All right, thanks. Is there anything else I

can help you out with today? Uh, no. Thank you. You're welcome. You have a great day Richard, okay? All right, 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 in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes, uh, I, I got a, a text message said that, um, there's a lapse of payment.

Speaker speaker_1: Um, do you mind reading out the text message for me?

Speaker speaker_2: It says, "There was a lapse in coverage in your last two... last one to two weeks, and it's due to missed payment deduction. Call BIC and make your pay, make your payment."

Speaker speaker_1: Yeah, so that text message you received was just a courtesy reminder from your staffing agency, letting you know they didn't make a deduction on you, so you're not currently active in the benefits offered through them, like health insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, if you are back working with them and receiving a paycheck, deductions should pick up like normal.

Speaker speaker_2: Okay. Well, I was injured on a job about, uh, almost a month ago.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I'm on disability workman's comp.

Speaker speaker_1: Okay. Okay, so did you want to make a direct payment for it to have active coverage for this week?

Speaker speaker_2: Um... Once I make another, another, another payment, i- it will, it will activate again?

Speaker speaker_1: Uh, yes, sir. So if I accept a direct payment today, you'll become active in the coverage again. Yes, sir.

Speaker speaker_2: Okay. Uh, do you know how much it was?

Speaker speaker_1: Um, I would have to pull your file for that. Uh, BG Staffing, what's the last four of your social?

Speaker speaker_2: 0237.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Richard Ortiz II.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and ZIP code, Richard?

Speaker speaker_2: 25355 Cypress Avenue, Hayward, California. Apartment 202, Hayward, California.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 1st is 6.

Speaker speaker_1: And a good telephone number has 510-258-1099?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email has II4769@sbcglobal.net?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. Let's see here. So it looks like your total premium would be \$40 even.

Speaker speaker_2: \$40 even?

Speaker speaker_1: Yes, sir. So four, zero. \$40.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so let me get that direct payment set up for you.

Speaker speaker_2: You already, you already have my banking information, don't you?

Speaker speaker_1: No, sir. So we're not allowed to keep debit card or card information on file, um, so I would have to obtain that information from you to process the, uh, direct payment.

Speaker speaker_2: Can I make a payment online?

Speaker speaker_1: Um, you should be able to make a payment online. Um, let me see what that website is. Bear with me one second. So the website is www.my, so M-Y, B-I-A-C.com/bgstaffing. And then you would just be able to log in to your account from there.

Speaker speaker_2: Okay. Oh, I didn't get that.

Speaker speaker_1: Um, the website is my, so M-Y, then it's B as in boy, I as in igloo, A as in alpha, C as in Charlie.com/bgstaffing.

Speaker speaker_2: Hey, I, I, um...

Speaker speaker_1: What was that again? I'm sorry.

Speaker speaker_2: Hold on a sec. Hold on one sec.

Speaker speaker_1: Hello, are you still there?

Speaker speaker_3: Just a second.

Speaker speaker_1: Okay. Is there anything else I can help you out with today, Richard?

Speaker speaker_3: Was it, was it B-I, B-M-I-B-I-A-C@.com?

Speaker speaker_1: No, sir. It's, so it's M-Y, so M as in Mary, Y as in Yankee, B as in bravo, I as in in- indi- indigo.

Speaker speaker_3: Wait, B, you say B, B, um, Y, M-Y-B-I-A-C?

Speaker speaker_1: Yes, sir. So M-Y-B-I-A-C.com/bgstaffing.

Speaker speaker_3: B-I-B-C/.

Speaker speaker_1: So, My-, so M-Y-B-I-A-C.com/bgstaffing.

Speaker speaker_3: Okay. It says, "File or direction not found."

Speaker speaker_1: So bear with me one second.

Speaker speaker_3: So BG Staffing, right?

Speaker speaker_1: Yes, sir. Let's see here, BG Staffing. One, two...

Speaker speaker_3: That's two Fs, right? S-T-A-F-

Speaker speaker_1: Yes, sir. Uh, Staffing, S-T-A-F-F-I-N-G. Let's see what their website is.

Speaker speaker_3: S what?

Speaker speaker_1: S-T-A-F-F-I-N-G, Staffing.

Speaker speaker_3: Yeah. M-Y-B-I-A... There.

Speaker speaker_1: Do you mind if I place you on a brief hold for a second?

Speaker speaker_3: Sure.

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_3: Yep.

Speaker speaker_1: Okay. So it's, so it's still mybiac.com and then after.com put /bgsf.

Speaker speaker_3: B-B-Y, I mean, M-Y-B-I-C-A-I-C-B-G-

Speaker speaker_1: Dot com.

Speaker speaker_3: Let me just, here. Www.mybiac.com/

Speaker speaker_1: Bgsf.

Speaker speaker_3: S-f, staff.

Speaker speaker_1: No, no staffing at the end. Just bgsf. That's it.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: There it is. And when you go to the website, click, uh, "Enroll or Decline Coverage," 'cause if you click "Member Login," that's just gonna give you, like, an employee ID number. Uh, we don't have access to that information. So, it'll be "Enroll or Decline Coverage" and then that's where you log in from the BG website. You would just use your, um, email, the ii4769@sbcglobal.net as your email, and then whatever your password was. Um, if you did forget the password, you can reset it and then gain access to the account from there.

Speaker speaker_4: Oh, it's right here. It goes, go to where?

Speaker speaker_1: Um, so when you're on the BGSF website, you'll see options. It says "download document," "member login," "enroll/decline coverage." Click "Enroll/Decline Coverage." And then once you click on "Enroll/Decline Coverage," it'll bring you to a login page. Then you would just put in your email that you have under BenefitsWizard, which is the ii4769-

Speaker speaker_4: Well, um, let me see. I don't, I don't... Hold on a second here. Yeah, I'm at BGSF, um... Oh, wait a minute. Did I... Or let me, let me do this again. Okay. Okay. Let's see. And then, where do I go now, Nick? To where? "Make a Payment"?

Speaker speaker_1: Yes, sir. Did you log into the website?

Speaker speaker_4: Yes.

Speaker speaker_1: Okay, so once you're logged in, yes, sir, "Make a, Make a Payment." Click "Make a Payment" and you should select the option for this week, the 23rd through the 29th I believe? Yes, sir. Um, but other than that, is there anything else that I could assist you with today?

Speaker speaker_4: No, hold on a second. It's not working here. I guess I can do it through, through the phone.

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

Speaker speaker_4: It's not working on the, on the, um, website. It won't-

Speaker speaker_1: No worries. I can get it, uh, accepted through the phone. So, let's see here. And just to confirm, the same address we have on file is the same as your billing address?

Speaker speaker_4: Yeah.

Speaker speaker_1: Okay. 55355 Cypress. Go to zip code. 44444. Okay, and the credit card number.

Speaker speaker_4: I'll, I'll... Sorry. Now, after, after I get... After I go back to work, get worked, w- will this payment stop and go back to my regular paycheck?

Speaker speaker_1: Yes, sir. So, once you're back working and receiving paychecks like normal, deductions will pick up like normal.

Speaker speaker_4: Okay. 5403-2478-0185-04. I'm sorry, 0545.

Speaker speaker_1: And just to confirm, 5403-2478-0185-0545?

Speaker speaker_4: Yep.

Speaker speaker_1: And expiration date?

Speaker speaker_4: Uh, 7/7/26.

Speaker speaker_1: 6. And the CVC number?

Speaker speaker_4: 494.

Speaker speaker_1: Okay. I might go ahead and process the direct payment of \$40. Can't verify PIN. Let's see here. Okay. So, it looks like it failed. Can't verify PIN number. Uh, so let's see. Do you have another card?

Speaker speaker_4: You, you should get the record... it's say, 07. What was... four, 497 was it? Right, code should work.

Speaker speaker_1: Oh, I thought you said 494. So it's 497, correct? For the-

Speaker speaker_4: 497.

Speaker speaker_1: ... CVC number?

Speaker speaker_4: Yeah.

Speaker speaker_1: Okay. Let me go ahead and retry that. Let's see here. Okay, so payment was successful that time. Um, you should be receiving a email regarding that payment here momentarily, but other than that Richard, is there anything else I can help you out with today?

Speaker speaker_4: No. Now will this be every week or every month?

Speaker speaker_1: Um, it's weekly deductions, so you would call every week. So if you receive that text message on Wednesdays, you would call on the Wednesday to make the direct payment. Um, but if you actually wanted like a full week of coverage, since you are out of work, you can call every Monday to make a direct payment then, so you have full, uh, week of coverage, if that makes any sense.

Speaker speaker_4: Okay. So don't, don't... So this don't, so it's on... last for a week, right?

Speaker speaker_1: Uh, what was that again? I'm sorry.

Speaker speaker_4: So next week I got, I got to call and make a payment?

Speaker speaker_1: Correct. If you don't receive a paycheck this week, you would call on the 30th to make a direct payment for that week, yes sir.

Speaker speaker_4: Okay. All right, thanks.

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_4: Uh, no. Thank you.

Speaker speaker_1: You're welcome. You have a great day Richard, okay? All right, bye-bye.