

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, uh, my name is Aaron Smith. Um, I, I'm supposedly going to, to a location for, for work. Um, um, they told me to call, they told me to call this number. I guess, I guess, I guess you guys, um, put my benefits on the card, I guess. Uh, well, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with your health insurance. So, did you want to enroll in the benefits or did you want to opt out of benefits? Um, um, am I already enrolled in the benefits, or... I, I'm not sure. I, I think I'm already enrolled. Um, can you check? Yeah. What's the staffing agency you work for? Um, um, what is it? G... Let me see. I'm kinda new from 10th Agency on a long story. Uh, BG, BGSS. Okay, so BG Staffing, and the last four of your social? Um, 1330. And what was your first and last name again? Uh, A-R-R-O-N, Aaron Smith. Smith, okay. And for security purposes, could you verify your home address, including city, state and zip code, Aaron? Um, m- my home address, um, 1308 Wingsbill Way, Rolling Brook, 60490. That's, that's, that's on my ID, but I'm, I'm, I'm currently, um, in Raleigh. So that's, uh, it could be 45, 4500 Manor, Manor Village Way. Okay, city and state? Um, um, North Carolina, Raleigh. And the zip code? 6..., uh, what is it? Um, 2... I think it's 27162. And confirm your date of birth. Um, 3/20/84. And a good telephone number I have is 312-561-8276. Yes, sir. And the email I have is aaronsmith300@gmail? Yes, sir. Okay, so looking at the file, looks like you're in a pending enrollment for the pro-... all of the benefits that's offered through BG Staffing. However, pending enrollments do take one to two weeks to go through, and then whenever you witness your first payroll deduction of \$40 come off your paycheck, coverage begins the Monday we receive it from BG Staffing, so you're still in a pending enrollment process. Oh, so it's, it's f-... I'm paying 40 for my... all my, all my coverage? Correct. Yes, sir. Okay. And that comes... That comes dental, um, medical, yeah. Yes, sir. Okay. I- So all of the benefits that was offered through BG Staffing. Okay. Um, do, do you know how much that covers, the, the, the dental? Um, so when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months, but when it comes to basic dental work, such as fillings and extractions, except surgical extractions, this will be covered at 80% if met by a \$50 deductible. Okay. That's cool. Okay, yeah. That's what I want to hear. Okay, um- Okay, uh, but like I said, you're still in a pending enrollment process, so deduction should happen here soon, okay? Okay. Okay. Okay. Is there anything we can do for you today, Aaron? Oh, no, that, that, that'd be all. Awesome. Well, you have a wonderful day, okay? Okay, um, say that if I was... say that if, if, h-... say that if I find, like, better insurance or whatever, or, you know, my wife covers me or something, like, is it, is it possible I can cancel my h- my insurance? Um, yes, sir. So you can cancel anytime. However, cancellations do take one to two weeks to go through, so there is that. Okay. Oh, okay. So I'm with this staffing

company, um... I didn't a-... I didn't ask, but I, I believe we get paid every, every, um, two weeks. Is that correct? Um, looks like you're on w-... well, you're paid weekly, from the pay period that I can see. Okay. Okay, okay, so, okay. \$40 a week. Okay. Okay, um, okay, that, that, that's it. Uh, uh, you answered all my questions. Um... Okay. Awesome. So, thank you. Well, have a good day, Aaron, okay? All right. Thank you. You're welcome. Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: Hey, uh, my name is Aaron Smith. Um, I, I'm supposedly going to, to a location for, for work. Um, um, they told me to call, they told me to call this number. I guess, I guess, I guess you guys, um, put my benefits on the card, I guess.

Speaker speaker_0: Uh, well, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so we deal with your health insurance. So, did you want to enroll in the benefits or did you want to opt out of benefits?

Speaker speaker_1: Um, um, am I already enrolled in the benefits, or... I, I'm not sure. I, I think I'm already enrolled. Um, can you check?

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

Speaker speaker_1: Um, um, what is it? G... Let me see. I'm kinda new from 10th Agency on a long story. Uh, BG, BGSS.

Speaker speaker_0: Okay, so BG Staffing, and the last four of your social?

Speaker speaker_1: Um, 1330.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: Uh, A-R-R-O-N, Aaron Smith.

Speaker speaker_0: Smith, okay. And for security purposes, could you verify your home address, including city, state and zip code, Aaron?

Speaker speaker_1: Um, m- my home address, um, 1308 Wingsbill Way, Rolling Brook, 60490. That's, that's, that's on my ID, but I'm, I'm, I'm currently, um, in Raleigh. So that's, uh, it could be 45, 4500 Manor, Manor Village Way.

Speaker speaker_0: Okay, city and state?

Speaker speaker_1: Um, um, North Carolina, Raleigh.

Speaker speaker_0: And the zip code?

Speaker speaker_1: 6..., uh, uh, what is it? Um, 2... I think it's 27162.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Um, 3/20/84.

Speaker speaker_0: And a good telephone number I have is 312-561-8276.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is aaronsmith300@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file, looks like you're in a pending enrollment for the pro-... all of the benefits that's offered through BG Staffing. However, pending enrollments do take one to two weeks to go through, and then whenever you witness your first payroll deduction of \$40 come off your paycheck, coverage begins the Monday we receive it from BG Staffing, so you're still in a pending enrollment process.

Speaker speaker_1: Oh, so it's, it's f-... I'm paying 40 for my... all my, all my coverage?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. And that comes... That comes dental, um, medical, yeah.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. I-

Speaker speaker_0: So all of the benefits that was offered through BG Staffing.

Speaker speaker_1: Okay. Um, do, do you know how much that covers, the, the, the dental?

Speaker speaker_0: Um, so when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months, but when it comes to basic dental work, such as fillings and extractions, except surgical extractions, this will be covered at 80% if met by a \$50 deductible.

Speaker speaker_1: Okay. That's cool. Okay, yeah. That's what I want to hear. Okay, um-

Speaker speaker_0: Okay, uh, but like I said, you're still in a pending enrollment process, so deduction should happen here soon, okay?

Speaker speaker_1: Okay. Okay. Okay.

Speaker speaker_0: Is there anything we can do for you today, Aaron?

Speaker speaker_1: Oh, no, that, that, that'd be all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay, um, say that if I was... say that if, if, h-... say that if I find, like, better insurance or whatever, or, you know, my wife covers me or something, like, is it, is it possible I can cancel my h- my insurance?

Speaker speaker_0: Um, yes, sir. So you can cancel anytime. However, cancellations do take one to two weeks to go through, so there is that.

Speaker speaker_1: Okay. Oh, okay. So I'm with this staffing company, um... I didn't a-... I didn't ask, but I, I believe we get paid every, every, um, two weeks. Is that correct?

Speaker speaker_0: Um, looks like you're on w-... well, you're paid weekly, from the pay period that I can see.

Speaker speaker_1: Okay. Okay, okay, so, okay. \$40 a week. Okay. Okay, um, okay, that, that, that's it. Uh, uh, you answered all my questions. Um... Okay.

Speaker speaker_0: Awesome.

Speaker speaker_1: So, thank you.

Speaker speaker_0: Well, have a good day, Aaron, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: All right.