

Transcript: Malcolm

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Full Transcript

Benefits in a car, this is Malcolm. How can I help you? Hey, I've been with y'all about the last three weeks, um, getting my... Uh, it comes out of my paycheck. I was trying to use some of my insurance but I, I'm not... I wasn't... I'm not as... You know, I'm not able to use... I don't have my card or any info on who I'm with. So, that's why I called this number because I got it from my temp service who I work through. All right, so you need your ID card sent to you? You can email it to me or anything. Yes, ma'am. All right. What staffing company do you work for? Because I'm trying to use it as of now. What staffing company do you work for? TRC Staffing. What's the last four of your social? 7543. Say that one more time. 7543. First name? Brittany Fame. For security purposes, can you verify your address and date of birth for me? 1017 96, Address 127 Wynwood Drive, Apartment Diaz and Dog. I'm going to see your state and ZIP code. Lagrange, Georgia, 30240. You... Actually, it doesn't look like your coverage has started yet. It looks like you're still waiting for that first deduction to happen. Deduction from where? Your paycheck. It should be \$21.16. No, I got my... Hold on. I got my check right here. Let me see. Yeah. And it's... And I'm with Medicare. So, this is Benefits in a Car. We're a plan administrator for health insurance for staffing companies. This coverage is for health insurance through TH... TRC Staffing. Exactly, I know, and I'm... I get FICA Medicare tax sticking out my check every week. Yeah. So that's not... That wouldn't be from us. It would say BIC. And then it'll say dental BIC, vision BIC, et cetera, if it was coming from us. Okay, I have to give them a call because I don't know what it... what it means. All right. I'll call you back.

Conversation Format

Speaker speaker_0: Benefits in a car, this is Malcolm. How can I help you?

Speaker speaker_1: Hey, I've been with y'all about the last three weeks, um, getting my... Uh, it comes out of my paycheck. I was trying to use some of my insurance but I, I'm not... I wasn't... I'm not as... You know, I'm not able to use... I don't have my card or any info on who I'm with. So, that's why I called this number because I got it from my temp service who I work through.

Speaker speaker_0: All right, so you need your ID card sent to you?

Speaker speaker_1: You can email it to me or anything.

Speaker speaker_0: Yes, ma'am. All right. What staffing company do you work for?

Speaker speaker_1: Because I'm trying to use it as of now.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: TRC Staffing.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 7543.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: 7543.

Speaker speaker_0: First name?

Speaker speaker_1: Brittany Fame.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1017 96, Address 127 Wynwood Drive, Apartment Diaz and Dog.

Speaker speaker_0: I'm going to see your state and ZIP code.

Speaker speaker_1: Lagrange, Georgia, 30240.

Speaker speaker_0: You... Actually, it doesn't look like your coverage has started yet. It looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Deduction from where?

Speaker speaker_0: Your paycheck. It should be \$21.16.

Speaker speaker_1: No, I got my... Hold on. I got my check right here. Let me see. Yeah. And it's... And I'm with Medicare.

Speaker speaker_0: So, this is Benefits in a Car. We're a plan administrator for health insurance for staffing companies. This coverage is for health insurance through TH... TRC Staffing.

Speaker speaker_1: Exactly, I know, and I'm... I get FICA Medicare tax sticking out my check every week.

Speaker speaker_0: Yeah. So that's not... That wouldn't be from us. It would say BIC. And then it'll say dental BIC, vision BIC, et cetera, if it was coming from us.

Speaker speaker_1: Okay, I have to give them a call because I don't know what it... what it means.

Speaker speaker_0: All right.

Speaker speaker_1: I'll call you back.