

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Benefits in the card, this is Malcolm, how can I help you? Uh, yes, sir. This is Kevin Contreras. Um, I was just trying to see, um, 'cause it says that I have benefits, um, for this company in, in regards to BG Staffing. So you want to see if you have coverage, is that what you're asking, sir? Uh, yes, sir. All right, what's the last four of your social? It's, uh, 4... 4388. First name? Kevin, last name Contreras. All right. For security purposes, can you verify your date of birth for me? 07/08/93. And your address? 104 Eddy Street, Humble, Texas 77338. Thank you. So we got your phone number at 236-4634? That's correct. And your email is kcontreras50@yahoo.com? Yes. Thank you. So yeah, it looks like you have the VIP plan. Okay. Um, so I know whenever I started with the company, um, I was asked if I wanted benefits, and I, I pressed the option no. Um, so I was wondering why I was getting benefits. Hmm. Let's see. Yeah, because, um, I didn't authorize that. So it looks like on 7/11 you called to see if your online enrollment was processed? Mm-hmm. And it looks like you called... It looks like a return call was made to you on 8/15, asking for your ID card. Yes. Um, and they told me that on the open enrollment, that I pressed the option no. And then, uh, they, they, they showed me a screenshot. The, the BG Staffing show- showed me a screenshot that I pressed no for my options. So technically, I did want it. Uh, I wanted the insurance, but then they said that I had pressed the option no. So then, um, the guy gave me the card either way, but they said it's not gonna be active because, uh, you have pressed no. But, I mean, other than that, if it's still there, um, is there any way that I can take it off? Do you want me to cancel it for you? Yes. Okay. All right, so I just got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Oh, okay. So, um, let's say that I, I work for, uh, the BG Staffing this week, is it still gonna show up? It is possible. I couldn't tell you yes or no because I'm not... we're not responsible for making those deductions happen. Okay, sounds good. Thank you. All right. No problem, Mr. Kevin, was there anything else I could help you with today? No, that'll be it. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right, you too. Bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Benefits in the card, this is Malcolm, how can I help you?

Speaker speaker\_2: Uh, yes, sir. This is Kevin Contreras. Um, I was just trying to see, um, 'cause it says that I have benefits, um, for this company in, in regards to BG Staffing.

Speaker speaker\_1: So you want to see if you have coverage, is that what you're asking, sir?

Speaker speaker\_2: Uh, yes, sir.

Speaker speaker\_1: All right, what's the last four of your social?

Speaker speaker\_2: It's, uh, 4... 4388.

Speaker speaker\_1: First name?

Speaker speaker\_2: Kevin, last name Contreras.

Speaker speaker\_1: All right. For security purposes, can you verify your date of birth for me?

Speaker speaker\_2: 07/08/93.

Speaker speaker\_1: And your address?

Speaker speaker\_2: 104 Eddy Street, Humble, Texas 77338.

Speaker speaker\_1: Thank you. So we got your phone number at 236-4634?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And your email is kcontreras50@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So yeah, it looks like you have the VIP plan.

Speaker speaker\_2: Okay. Um, so I know whenever I started with the company, um, I was asked if I wanted benefits, and I, I pressed the option no. Um, so I was wondering why I was getting benefits.

Speaker speaker\_1: Hmm. Let's see.

Speaker speaker\_2: Yeah, because, um, I didn't authorize that.

Speaker speaker\_1: So it looks like on 7/11 you called to see if your online enrollment was processed?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And it looks like you called... It looks like a return call was made to you on 8/15, asking for your ID card.

Speaker speaker\_2: Yes. Um, and they told me that on the open enrollment, that I pressed the option no. And then, uh, they, they, they showed me a screenshot. The, the BG Staffing show- showed me a screenshot that I pressed no for my options. So technically, I did want it. Uh, I wanted the insurance, but then they said that I had pressed the option no. So then, um, the guy gave me the card either way, but they said it's not gonna be active because, uh, you

have pressed no. But, I mean, other than that, if it's still there, um, is there any way that I can take it off?

Speaker speaker\_1: Do you want me to cancel it for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right, so I just got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_2: Oh, okay. So, um, let's say that I, I work for, uh, the BG Staffing this week, is it still gonna show up?

Speaker speaker\_1: It is possible. I couldn't tell you yes or no because I'm not... we're not responsible for making those deductions happen.

Speaker speaker\_2: Okay, sounds good. Thank you.

Speaker speaker\_1: All right. No problem, Mr. Kevin, was there anything else I could help you with today?

Speaker speaker\_2: No, that'll be it. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: All right, you too. Bye.

Speaker speaker\_1: Thank you. Bye.