

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. Um, I'm calling from 908-419-8074 and I keep getting voicemail from your, um, you know, your company asking me about open enrollment. I don't- We- ... think I have, have anything, any benefits or anything with you. How did you all get my number? Which staffing company do you work for, ma'am? I don't work for a staffing company. But the, but the voicemail says Hospitality Staffing Solutions. So those are automatic, uh, voicemails that go out letting them know that you guys are in open enrollment right now for the health insurance offered through Hospitality Staffing Solutions. I have never worked for Hospitality Staffing Solutions in my life. So now I'm wondering, did somebody steal my identity? Because I'm trying to figure out why I keep getting phone calls from you while I've never worked for those people before in my life. Uh, if you don't, if you don't work for them, then you can ignore the... You can ignore the message sent. I'm sorry? I said if you don't work for them, then you can ignore the phone calls and the messages. Maybe it's a transfer phone number. Not sure what going, what's going on in that scenario because we're not HSS, we're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. Okay, so you, you maintain the health insurance for that staffing agency? Not, not necessarily maintaining. We just get them enrolled or unenrolled from the health insurance offered through the staffing company. Okay. 'Cause I'm just, I mean, I'm just wondering how that staffing company even got my number because I've never ever worked for those people in my life and I'm wondering, did somebody steal my identity or something? 'Cause this is weird. Yeah, I would, I understand, but I wouldn't know in that scenario, so- Okay. Yeah. Hello? Say that again, ma'am? No, I was listening. I didn't hear what you said. I was saying I'm not sure, if you're not working with them, I'm not sure how they would have received your phone number. Maybe it was a missed number or something was incorrect when somebody filled out their form. I couldn't tell you, 'cause we're not the ones sending- Okay. ... the notes or messages out or anything like that. Okay. Um, could you remove my number from your list or something? The 908-419-8074? So those, those were sent from HSS. I would, we would not be able to do that because we're not the ones sending them out. Okay. All right. Okay. All right. Thank you. No problem, ma'am. You have a great rest of the week. You too. Bye now. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. Um, I'm calling from 908-419-8074 and I keep getting voicemail from your, um, you know, your company asking me about open enrollment. I don't-

Speaker speaker_1: We-

Speaker speaker_2: ... think I have, have anything, any benefits or anything with you. How did you all get my number?

Speaker speaker_1: Which staffing company do you work for, ma'am?

Speaker speaker_2: I don't work for a staffing company. But the, but the voicemail says Hospitality Staffing Solutions.

Speaker speaker_1: So those are automatic, uh, voicemails that go out letting them know that you guys are in open enrollment right now for the health insurance offered through Hospitality Staffing Solutions.

Speaker speaker_2: I have never worked for Hospitality Staffing Solutions in my life. So now I'm wondering, did somebody steal my identity? Because I'm trying to figure out why I keep getting phone calls from you while I've never worked for those people before in my life.

Speaker speaker_1: Uh, if you don't, if you don't work for them, then you can ignore the... You can ignore the message sent.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: I said if you don't work for them, then you can ignore the phone calls and the messages. Maybe it's a transfer phone number. Not sure what going, what's going on in that scenario because we're not HSS, we're Benefits in a Card. We're a plan administrator for health insurance for staffing companies.

Speaker speaker_2: Okay, so you, you maintain the health insurance for that staffing agency?

Speaker speaker_1: Not, not necessarily maintaining. We just get them enrolled or unenrolled from the health insurance offered through the staffing company.

Speaker speaker_2: Okay. 'Cause I'm just, I mean, I'm just wondering how that staffing company even got my number because I've never ever worked for those people in my life and I'm wondering, did somebody steal my identity or something? 'Cause this is weird.

Speaker speaker_1: Yeah, I would, I understand, but I wouldn't know in that scenario, so-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hello?

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: No, I was listening. I didn't hear what you said.

Speaker speaker_1: I was saying I'm not sure, if you're not working with them, I'm not sure how they would have received your phone number. Maybe it was a missed number or something was incorrect when somebody filled out their form. I couldn't tell you, 'cause we're not the ones sending-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the notes or messages out or anything like that.

Speaker speaker_2: Okay. Um, could you remove my number from your list or something? The 908-419-8074?

Speaker speaker_1: So those, those were sent from HSS. I would, we would not be able to do that because we're not the ones sending them out.

Speaker speaker_2: Okay. All right. Okay. All right. Thank you.

Speaker speaker_1: No problem, ma'am. You have a great rest of the week.

Speaker speaker_2: You too. Bye now.

Speaker speaker_1: Thank you.