

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? Uh, yes, Malcolm. What's the name of this company? Benefits in a Card. No, but who are you with? We are... What do you mean, who are we? We're our own company. We're a staffing, we're plan administrator for health insurance for staffing companies. Okay. Would BSG- Yes, ma'am. That'd be one of my clients. Okay. 'Cause I got a email stating that, um, uh, they're offering me this, what, uh, benefit with the card. What is that? So they're, they're pretty much, them offering the health insurance offered through BG Staffing. Okay. Um, well, I'm not typically on with them permanently yet. I just started. So- Mm-hmm. ... if you can send me some information so I can read up on it before I apply. Yes, ma'am. What's the last four you? Uh, what's again the email that's been to you? H_P-H-Y-L- Give me one second. How long has this company been in, um, in- Benefits in a Card? ... BGS? No, BGS. How long have they been around? I couldn't tell you, ma'am. Okay. I'll contact them. Okay. Are you saying you're gonna call them? You don't want me to send you any information? You can. I mean, I'm waiting for you. Okay. You mind if I put you on a brief hold while I get that for you? Certainly. Thank you. So are you a brand new hire, ma'am, or would you be an assistant? A brand new hire. What's the last four of your Social? 7012. First name? Phyllis. Say that one more time. Phyllis. P-H-Y-L-L-I-S. And last name? Huger. H-U-G-E-R. And for security purposes, can you verify your address and date of birth for me? 2083 Beaver Springs Lane, Apartment B as in boy. That's in Norcross, Georgia. The zip is 30071. DOB is 071663. Yeah. Hmm, okay. Did you get it or did I speak too fast? Oh, no, you're fine. So it looks like there's a duplicate in the system. Wo- could you verify your full Social for me? Nope, I won't give you the full Social. That's fine. So it looks like they... I'm just gonna go see, I'm just going ahead and send you the benefits guide and we'll investigate that, because it looks- Okay. ... like there's two file- It looks like- Say that again, ma'am. I'm sorry, you said it looks like there's two file under my Social? Under your name, in the... It just looks like two num- the two numbers at the end were off. So I just wanted to verify which one was the correct one, 'cause it looks like the email's already been sent to your staffing company to verify which one. So I was just gonna see if I could go ahead and shortcut that, but it's fine. Okay. Hmm, that's strange. Typically what happens is people just type in their, um, Social wrong or there's a typo. 'Cause it looks like just the last few numbers, just the ones that's off. Um, what was the email for you? 'Cause there's two- H- Go ahead. You said there's two, so, uh, email address? Looks like it's the same. Let's see, h_phyl3891@Yahoo.com? Correct. Okay. And a good phone number is 678-485-0535? That's correct. Yes, sir. Yeah. All right, I just need- Did you delete the other one? So I wouldn't be able to until they verify which ones the correct one. That's why I was asking you. They had emailed the staffing company to get the information and I guess we're waiting for them to hear

back to verify which ones the correct one. Oh, okay. So I just sent that email to you with your benefits guide in it. Okay. I guess it's going to take a moment because I haven't received yet. It should be... Sometimes it does go to your spam folder as from, it's been info@benefitsandcard.com. Okay, let me see. There it is. It, it just came through. I got it. Okay. Okay. Well, is there anything else I can help you with today, Ms. Huger? No, I'll look it over and if I missed, uh, I'll go ahead and, uh, sign up for it. Great. Well, if there's nothing else- Uh-huh. ... thanks for c- thanks for calling Benefits in a Card. I hope you have a great rest of your week. I will. You too. And have a safe and merry Christmas, okay? You too. Thank you. You're welcome, sir. Bye-bye. Bye.

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: Uh, yes, Malcolm. What's the name of this company?

Speaker speaker_1: Benefits in a Card.

Speaker speaker_2: No, but who are you with?

Speaker speaker_1: We are... What do you mean, who are we? We're our own company. We're a staffing, we're plan administrator for health insurance for staffing companies.

Speaker speaker_2: Okay. Would BSG-

Speaker speaker_1: Yes, ma'am. That'd be one of my clients.

Speaker speaker_2: Okay. 'Cause I got a email stating that, um, uh, they're offering me this, what, uh, benefit with the card. What is that?

Speaker speaker_1: So they're, they're pretty much, them offering the health insurance offered through BG Staffing.

Speaker speaker_2: Okay. Um, well, I'm not typically on with them permanently yet. I just started. So-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... if you can send me some information so I can read up on it before I apply.

Speaker speaker_1: Yes, ma'am. What's the last four you? Uh, what's again the email that's been to you?

Speaker speaker_2: H_P-H-Y-L-

Speaker speaker_1: Give me one second.

Speaker speaker_2: How long has this company been in, um, in-

Speaker speaker_1: Benefits in a Card?

Speaker speaker_2: ... BGS? No, BGS. How long have they been around?

Speaker speaker_1: I couldn't tell you, ma'am.

Speaker speaker_2: Okay. I'll contact them. Okay.

Speaker speaker_1: Are you saying you're gonna call them? You don't want me to send you any information?

Speaker speaker_2: You can. I mean, I'm waiting for you.

Speaker speaker_1: Okay. You mind if I put you on a brief hold while I get that for you?

Speaker speaker_2: Certainly.

Speaker speaker_1: Thank you. So are you a brand new hire, ma'am, or would you be an assistant?

Speaker speaker_2: A brand new hire.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7012.

Speaker speaker_1: First name?

Speaker speaker_2: Phyllis.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: Phyllis. P-H-Y-L-L-I-S.

Speaker speaker_1: And last name?

Speaker speaker_2: Huger. H-U-G-E-R.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 2083 Beaver Springs Lane, Apartment B as in boy. That's in Norcross, Georgia. The zip is 30071. DOB is 071663.

Speaker speaker_1: Yeah. Hmm, okay.

Speaker speaker_2: Did you get it or did I speak too fast?

Speaker speaker_1: Oh, no, you're fine. So it looks like there's a duplicate in the system. Wo-could you verify your full Social for me?

Speaker speaker_2: Nope, I won't give you the full Social.

Speaker speaker_1: That's fine. So it looks like they... I'm just gonna go see, I'm just going ahead and send you the benefits guide and we'll investigate that, because it looks-

Speaker speaker_2: Okay.

Speaker speaker_1: ... like there's two file-

Speaker speaker_2: It looks like-

Speaker speaker_1: Say that again, ma'am.

Speaker speaker_2: I'm sorry, you said it looks like there's two file under my Social?

Speaker speaker_1: Under your name, in the... It just looks like two num- the two numbers at the end were off. So I just wanted to verify which one was the correct one, 'cause it looks like the email's already been sent to your staffing company to verify which one. So I was just gonna see if I could go ahead and shortcut that, but it's fine.

Speaker speaker_2: Okay. Hmm, that's strange.

Speaker speaker_1: Typically what happens is people just type in their, um, Social wrong or there's a typo. 'Cause it looks like just the last few numbers, just the ones that's off. Um, what was the email for you? 'Cause there's two-

Speaker speaker_2: H-

Speaker speaker_1: Go ahead.

Speaker speaker_2: You said there's two, so, uh, email address?

Speaker speaker_1: Looks like it's the same. Let's see, h_phyl3891@Yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And a good phone number is 678-485-0535?

Speaker speaker_2: That's correct. Yes, sir.

Speaker speaker_1: Yeah. All right, I just need-

Speaker speaker_2: Did you delete the other one?

Speaker speaker_1: So I wouldn't be able to until they verify which ones the correct one. That's why I was asking you. They had emailed the staffing company to get the information and I guess we're waiting for them to hear back to verify which ones the correct one.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I just sent that email to you with your benefits guide in it.

Speaker speaker_2: Okay. I guess it's going to take a moment because I haven't received yet.

Speaker speaker_1: It should be... Sometimes it does go to your spam folder as from, it's been info@benefitsandcard.com.

Speaker speaker_2: Okay, let me see. There it is. It, it just came through. I got it.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Well, is there anything else I can help you with today, Ms. Huger?

Speaker speaker_2: No, I'll look it over and if I missed, uh, I'll go ahead and, uh, sign up for it.

Speaker speaker_1: Great. Well, if there's nothing else-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... thanks for c- thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: I will. You too. And have a safe and merry Christmas, okay?

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: You're welcome, sir. Bye-bye.

Speaker speaker_1: Bye.