Transcript: Malcolm Nash-5798956883820544-5050283602264064

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, I got a missed call from this number. My name is Daria Turner. What staffing company do you work for? Uh, BSH... Um, no. It's BGSS. What was the last four of your social? I don't know. Um, I can't remember off the top of my head. I got a, um, from Ms. Turner. My name is Pro College Benefits Card calling on behalf of your staffing, staff need to see if BGSS or... We'll be processing healthcare enrollment forms. You requested the co- coverage for employee plus family but we don't receive it. We do not have any information so we're calling to see whether you needed the coverage for them. So, um, I haven't actually received the, um, the employment, uh, con- the contract yet from this employee. So is there a point of doing it right now or should I wait until I sign the contract? That's up to you, ma'am. Um, it looks like you might have, you might have submitted an enrollment form? And then you didn't list your dependent information. Uh, no, I haven't because I haven't got any, um, I haven't got any, um, I haven't got a contract yet. I understand. I mean, that's up to you, ma'am, um, once you receive actual work, you can call in and get re- enrolled or you can go ahead and have it in the system, whenever you want, once you're c- once you start working. All right. Okay, I'll do that. Thank you. So you want me- Thank you. ... to do anything in relation right now? Uh, no, I'll fill out all the information when I, um, when I get the contract and I sign the contract. Okay. Well, anything- Okay, thanks. ... else I can help you with today? That's it. Thank you very much. Thanks. No problem. You have a great day. Mm-hmm. Let's see.

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, I got a missed call from this number. My name is Daria Turner.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, BSH... Um, no. It's BGSS.

Speaker speaker_1: What was the last four of your social?

Speaker speaker_2: I don't know. Um, I can't remember off the top of my head. I got a, um, from Ms. Turner. My name is Pro College Benefits Card calling on behalf of your staffing, staff need to see if BGSS or... We'll be processing healthcare enrollment forms. You requested the co- coverage for employee plus family but we don't receive it. We do not have any information so we're calling to see whether you needed the coverage for them. So, um, I haven't actually received the, um, the employment, uh, con- the contract yet from this employee. So is there a point of doing it right now or should I wait until I sign the contract?

Speaker speaker_1: That's up to you, ma'am. Um, it looks like you might have, you might have submitted an enrollment form? And then you didn't list your dependent information.

Speaker speaker_2: Uh, no, I haven't because I haven't got any, um, I haven't got any, um, I haven't got a contract yet.

Speaker speaker_1: I understand. I mean, that's up to you, ma'am, um, once you receive actual work, you can call in and get re- enrolled or you can go ahead and have it in the system, whenever you want, once you're c- once you start working.

Speaker speaker_2: All right. Okay, I'll do that. Thank you.

Speaker speaker_1: So you want me-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... to do anything in relation right now?

Speaker speaker_2: Uh, no, I'll fill out all the information when I, um, when I get the contract and I sign the contract.

Speaker speaker_1: Okay. Well, anything-

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: ... else I can help you with today?

Speaker speaker_2: That's it. Thank you very much. Thanks.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Mm-hmm. Let's see.