

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is how can I help you? Hi. Um, I'm trying to log in to my... on the website and it's saying that my account's disabled and I'm not sure why. What staffing company do you work for? Uh, BGSS. What's the last four of your social? Five, two, zero, six. First name? Brendan. Last name? Leggett. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 11800 Meadowbranch Drive, and my date of birth is May 13th, 1997. Okay. I need to see your state and zip code as well. Oh, uh, Florida 32825. Thank you. So we got your phone number as 407-409-1894? Yes, sir. And I get email as leggett.brendan@gmail.com? Yes. Thank you. All right. So it looks like your coverage is inactive, actually. No deduction was taken last week to pay for this week's coverage. Um, well, I, I, I'm, I'm currently in between positions. I have one coming up in, in, in a week. Is, is that... would that be why? Yeah, 'cause if that's... if that's... if you're not working, then yeah, it won't, we won't take the deduction out to pay for the follow week 'cause it takes it out a week prior to pay for the coverage. Oh. So they would have taken it out last week to pay for this week's coverage. And, a- and there's no way to... there's no way to pay for it right now? Uh, you can pay it for it directly as long as you're still working for the company. If you're n- if you, like... so if it... it's weird because you have a short-term disability on it. If you're still c- actually working, then you will be able to pay for it, but I would have to... it would be a different process if you're just not working with the company anymore. Does that make sense? Well, I... Yeah, yeah. I have my, I have my next assignment coming in next Monday, so would that count? Uh, I would imagine it should. If you're n- if you're gonna keep working, then yes. So if you wanted to make a direct payment today, you can make a direct payment for the \$54.09. Yeah. That'll make it coverage active. Yeah, I could do that. Okay. So is the... your name that's on the card? Yeah. Does Leggett have two Ts or three? Uh, two Gs and two Ts. Okay. So, so there's a typo on your account. Give me one moment. And then the address on the card is the same that's on file? Correct. Okay. I'm waiting for that card number whenever you are. All right. 4744-7603-1259-0999. And the CVC number? 348. And expiration date? 0429. Saying invalid card number. You can read the card numbers for me one more time. Sure thing. Don't know why. I guess I could do my credit card. Maybe I'm out of money. We'll see. All right, I'll do my, I'll do my credit card. Uh. So it's a different card? This is a different card, yeah. Ready? Ready? Mm-hmm. 4400-6697-9345-4752. And the CVC number? 465... And date? 0227. That payment went through. Okay. You should all get a res- it in your email. And, and then I'll be a- able to access my s- my, uh, account, right? I wouldn't know how that process works. However, I do know, uh, because we don't... we're not the ones that issue that... those login information. That's probably something you would ask BG Staffing about. Gotcha. But I do... I did see where your coverage was inactive, so that may have played a role in it, but now your

coverage is back active. Okay, perfect. Is there anything else I can help you with today, Mr. Brendan? Nope, nope. You've been very helpful. All right. Thanks for calling Benefits in a Card. Hope you have a great rest of your week. You as well. Thank you. Thank you. B- bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is how can I help you?

Speaker speaker_2: Hi. Um, I'm trying to log in to my... on the website and it's saying that my account's disabled and I'm not sure why.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, BGSS.

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

Speaker speaker_2: Five, two, zero, six.

Speaker speaker_1: First name?

Speaker speaker_2: Brendan.

Speaker speaker_1: Last name?

Speaker speaker_2: Leggett.

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

Speaker speaker_2: Uh, 11800 Meadowbranch Drive, and my date of birth is May 13th, 1997.

Speaker speaker_1: Okay. I need to see your state and zip code as well.

Speaker speaker_2: Oh, uh, Florida 32825.

Speaker speaker_1: Thank you. So we got your phone number as 407-409-1894?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And I get email as leggett.brendan@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. So it looks like your coverage is inactive, actually. No deduction was taken last week to pay for this week's coverage.

Speaker speaker_2: Um, well, I, I, I'm, I'm currently in between positions. I have one coming up in, in, in a week. Is, is that... would that be why?

Speaker speaker_1: Yeah, 'cause if that's... if that's... if you're not working, then yeah, it won't, we won't take the deduction out to pay for the follow week 'cause it takes it out a week prior to pay for the coverage.

Speaker speaker_2: Oh.

Speaker speaker_1: So they would have taken it out last week to pay for this week's coverage.

Speaker speaker_2: And, a- and there's no way to... there's no way to pay for it right now?

Speaker speaker_1: Uh, you can pay it for it directly as long as you're still working for the company. If you're n- if you, like... so if it... it's weird because you have a short-term disability on it. If you're still c- actually working, then you will be able to pay for it, but I would have to... it would be a different process if you're just not working with the company anymore. Does that make sense?

Speaker speaker_2: Well, I... Yeah, yeah. I have my, I have my next assignment coming in next Monday, so would that count?

Speaker speaker_1: Uh, I would imagine it should. If you're n- if you're gonna keep working, then yes. So if you wanted to make a direct payment today, you can make a direct payment for the \$54.09.

Speaker speaker_2: Yeah.

Speaker speaker_1: That'll make it coverage active.

Speaker speaker_2: Yeah, I could do that.

Speaker speaker_1: Okay. So is the... your name that's on the card?

Speaker speaker_2: Yeah.

Speaker speaker_1: Does Leggett have two Ts or three?

Speaker speaker_2: Uh, two Gs and two Ts.

Speaker speaker_1: Okay. So, so there's a typo on your account. Give me one moment. And then the address on the card is the same that's on file?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. I'm waiting for that card number whenever you are.

Speaker speaker_2: All right. 4744-7603-1259-0999.

Speaker speaker_1: And the CVC number?

Speaker speaker_2: 348.

Speaker speaker_1: And expiration date?

Speaker speaker_2: 0429.

Speaker speaker_1: Saying invalid card number. You can read the card numbers for me one more time.

Speaker speaker_2: Sure thing. Don't know why. I guess I could do my credit card. Maybe I'm out of money. We'll see. All right, I'll do my, I'll do my credit card. Uh.

Speaker speaker_1: So it's a different card?

Speaker speaker_2: This is a different card, yeah.

Speaker speaker_1: Ready?

Speaker speaker_2: Ready?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 4400-6697-9345-4752.

Speaker speaker_1: And the CVC number?

Speaker speaker_2: 465...

Speaker speaker_1: And date?

Speaker speaker_2: 0227.

Speaker speaker_1: That payment went through.

Speaker speaker_2: Okay.

Speaker speaker_1: You should all get a res- it in your email.

Speaker speaker_2: And, and then I'll be a- able to access my s- my, uh, account, right?

Speaker speaker_1: I wouldn't know how that process works. However, I do know, uh, because we don't... we're not the ones that issue that... those login information. That's probably something you would ask BG Staffing about.

Speaker speaker_2: Gotcha.

Speaker speaker_1: But I do... I did see where your coverage was inactive, so that may have played a role in it, but now your coverage is back active.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Is there anything else I can help you with today, Mr. Brendan?

Speaker speaker_2: Nope, nope. You've been very helpful.

Speaker speaker_1: All right. Thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: B- bye.