

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is your..... Hello? Yes, ma'am? Yes, ma'am. Um, is this the phone number that I just called? Was that the phone number? Ma'am. Okay. Well, I'm going to- Hi, Ms.???? Yes. Yes. The, um, first place I called, she gave me a different number, but I guess it's the same people. And she was like, um, the BIC, all of this, she was like that's from you guys. But I told her that you told me that they were only taking out for the BIC medical and not the BIC M, not the BIC FTD, not... That wasn't... She said that was you guys. Yes. And the total is \$47.29 for paychecks. Oh, it's the... It don't... It say, with a way more than anything. It say BIC. I, um, what I can do- You said you guys are BIC, right? Yes, ma'am. BIC, Benefits in a Card. Okay. One, two, three, four, five, six, seven... It's seven, it's seven BIC, it's seven BIC different things on here with different totals. So we have the BIC Standard which costs \$18.76 which is your medical plan, one of them. Your dental for \$5.40, your vision for \$2.42, your short-term disability which is \$4.20, your life insurance that is \$0.60, and the Stay Healthy which is a med- a medical plan for \$15.91. The total is \$47.29. Oh. No, ma'am. We're, I think we're looking at... Okay, I, I see what you're looking at but on the, where it says the Y, the YBT total, it says BICB is 16.20, BICL 1.80, BIC M1 56.8, BIC MEC 47.73, BIC SDB 12.60, and BICV is \$7.23. Are you looking for every week or are you getting charged that for one week? Yes, ma'am. And it's more- How much... It's more things on here, but it says... Okay, would you be able to send me what, EC... I mean- So what... Let me, let me... May I explain, ma'am? Yes, ma'am. So what I'm going to do, I'm going to send you a document request so you can send copy of your paystub and see what is it that you stating that they charging you more from here. After you send information back, you're going to reply to the same email that I'm going to send you. And, um, after it's reviewed with the, from the, at the back office, I will be reach out to you and be able to explain what is it that being charged. Because so far here, what I see that you get charged is \$47.29 for a paycheck. Yeah, ma'am. I see, I see that too. So the only way I... Oh, okay, so the only way- But I have a question. Go ahead. Would you be able to tell me, um, what is ESC post me O? No. And... Okay. So do you have a, um, would you be able to give me another number to call for... When it comes to the health benefits, it's with us, with us that you need to talk. And like I said, the only way I could help you or try to find out what is it that you say that they charging you from us is with a copy of your paystub. Okay. So you guys can hold a couple of paystubs? Yeah. She gon' email me some of them things. But I was thinking about this, there is more things that they're paying, like you said, the post me. The post, P-O-S-T-L-E... Hello? Yes, ma'am, I'm here. Okay. So you want me to email you that document so you can send a copy of your paystub? Yes, ma'am. All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Um, it takes 24 to 48 hours for us to get back to you- Mm-hmm. ... um, with the information. Just follow the

instructions on the email. Okay. All right, um, and after I get an answer, I'll reach out to you. Is there a specific time to call you? No, ma'am. All right. Anything else I can do for you? No, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is your.....

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am? Yes, ma'am.

Speaker speaker_1: Um, is this the phone number that I just called? Was that the phone number?

Speaker speaker_0: Ma'am.

Speaker speaker_1: Okay. Well, I'm going to-

Speaker speaker_0: Hi, Ms.????

Speaker speaker_1: Yes. Yes. The, um, first place I called, she gave me a different number, but I guess it's the same people. And she was like, um, the BIC, all of this, she was like that's from you guys. But I told her that you told me that they were only taking out for the BIC medical and not the BIC M, not the BIC FTD, not... That wasn't... She said that was you guys.

Speaker speaker_0: Yes. And the total is \$47.29 for paychecks.

Speaker speaker_1: Oh, it's the... It don't... It say, with a way more than anything. It say BIC.

Speaker speaker_0: I, um, what I can do-

Speaker speaker_1: You said you guys are BIC, right?

Speaker speaker_0: Yes, ma'am. BIC, Benefits in a Card.

Speaker speaker_1: Okay.

Speaker speaker_0: One, two, three, four, five, six, seven...

Speaker speaker_1: It's seven, it's seven BIC, it's seven BIC different things on here with different totals.

Speaker speaker_0: So we have the BIC Standard which costs \$18.76 which is your medical plan, one of them. Your dental for \$5.40, your vision for \$2.42, your short-term disability which is \$4.20, your life insurance that is \$0.60, and the Stay Healthy which is a med- a medical plan for \$15.91. The total is \$47.29.

Speaker speaker_1: Oh. No, ma'am. We're, I think we're looking at... Okay, I, I see what you're looking at but on the, where it says the Y, the YBT total, it says BICB is 16.20, BICL 1.80, BIC M1 56.8, BIC MEC 47.73, BIC SDB 12.60, and BICV is \$7.23.

Speaker speaker_0: Are you looking for every week or are you getting charged that for one week?

Speaker speaker_1: Yes, ma'am. And it's more-

Speaker speaker_0: How much...

Speaker speaker_1: It's more things on here, but it says... Okay, would you be able to send me what, EC... I mean-

Speaker speaker_0: So what... Let me, let me... May I explain, ma'am?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So what I'm going to do, I'm going to send you a document request so you can send copy of your paystub and see what is it that you stating that they charging you more from here. After you send information back, you're going to reply to the same email that I'm going to send you. And, um, after it's reviewed with the, from the, at the back office, I will be reach out to you and be able to explain what is it that being charged. Because so far here, what I see that you get charged is \$47.29 for a paycheck.

Speaker speaker_1: Yeah, ma'am. I see, I see that too.

Speaker speaker_0: So the only way I... Oh, okay, so the only way-

Speaker speaker_1: But I have a question.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Would you be able to tell me, um, what is ESC post me O?

Speaker speaker_0: No.

Speaker speaker_1: And... Okay. So do you have a, um, would you be able to give me another number to call for...

Speaker speaker_0: When it comes to the health benefits, it's with us, with us that you need to talk. And like I said, the only way I could help you or try to find out what is it that you say that they charging you from us is with a copy of your paystub.

Speaker speaker_1: Okay.

Speaker speaker_2: So you guys can hold a couple of paystubs?

Speaker speaker_1: Yeah. She gon' email me some of them things. But I was thinking about this, there is more things that they're paying, like you said, the post me. The post, P-O-S-T-L-E...

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, ma'am, I'm here.

Speaker speaker_0: Okay. So you want me to email you that document so you can send a copy of your paystub?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Um, it takes 24 to 48 hours for us to get back to you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, with the information. Just follow the instructions on the email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, um, and after I get an answer, I'll reach out to you. Is there a specific time to call you?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Okay. Thank you.