

Transcript: Pamela

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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 Pamela speaking. How may I help you? Yes, ma'am. I got transferred to you guys, um... I told the other lady that I keep getting cards from you guys, but I have never worked there. Um, my social was stolen. I did do... I did do a police report, just so you guys know that this is not me. So the name- All right. I mean, it's my name, my information, but it's not me. Okay, so we do represent the staffing agency with the health insurance. We get the information through them. So, um... What is the last four digits, so I could pull up the file? I'm sorry, what was that? Okay. Do you know the name of the staffing agency? Uh, I think it says here WorkSmart Inc. Okay, WorkSmart. And the last four digits, so I could pull up the file of your social? Oh, okay. 0601. 0701? No, 0601. Okay. And the first and last name? Andrea Calvillo. But you guys will have it different. You guys will have Calvillo with an R. Yeah. Yeah. Mm-hmm. Okay, so I see that you call on this, uh, that you call on the 20th. All right. So I will, um... If... The information was sent to the, um, the back office. You, to, to... There's no enrollment in the benefits, so, uh, everything should be fine. I'll note it again that you call. This is- And what staffing agency is this for? It's WorkSmart, the name of, that you told me. Do you, by any chance- We are- ... have their...? No. Oh. Because we get the information, like, when they, uh, get hired. They've- Uh-huh. ... file their information, um, and they send it to us to see if the, uh, the employee wants to enroll or not in the, in our benefits. So we don't have control over that information or them, not even the payroll. So what we do is receive the information from them. If the member, um, they do get auto enrolled... Let me see. Yeah, that's why you, you got the card, 'cause they get auto enrolled. Um, other than that, we do not have any access to the payroll or anything that has to do with WorkSmart. It's funny, though, how they got my right address, but... Well, like I said, I'm not sure how WorkSmart gets that information from the employees. Um... But other than, the only thing I could tell you is if, we had that file here, I see that the benefits are canceled. It seems like they're not working there anymore. Yeah. Because if we don't receive the payment, you can't enroll in the benefits. Oh. So I'll note it again, but, um, even, um... In order for these benefits to be reinstated, it has to be you. The call, we already know that, um, you do not work for them and the issue that is happening. All right, ma'am. All right? Mm-hmm. Anything else I could do for you, ma'am? No. All right, thank you. Mm-hmm.

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 Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. I got transferred to you guys, um... I told the other lady that I keep getting cards from you guys, but I have never worked there. Um, my social was stolen. I did do... I did do a police report, just so you guys know that this is not me. So the name-

Speaker speaker_1: All right.

Speaker speaker_2: I mean, it's my name, my information, but it's not me.

Speaker speaker_1: Okay, so we do represent the staffing agency with the health insurance. We get the information through them. So, um... What is the last four digits, so I could pull up the file?

Speaker speaker_2: I'm sorry, what was that?

Speaker speaker_1: Okay. Do you know the name of the staffing agency?

Speaker speaker_2: Uh, I think it says here WorkSmart Inc.

Speaker speaker_1: Okay, WorkSmart. And the last four digits, so I could pull up the file of your social?

Speaker speaker_2: Oh, okay. 0601.

Speaker speaker_1: 0701?

Speaker speaker_2: No, 0601.

Speaker speaker_1: Okay. And the first and last name?

Speaker speaker_2: Andrea Calvillo. But you guys will have it different. You guys will have Calvillo with an R.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: Mm-hmm. Okay, so I see that you call on this, uh, that you call on the 20th. All right. So I will, um... If... The information was sent to the, um, the back office. You, to, to... There's no enrollment in the benefits, so, uh, everything should be fine. I'll note it again that you call. This is-

Speaker speaker_2: And what staffing agency is this for?

Speaker speaker_1: It's WorkSmart, the name of, that you told me.

Speaker speaker_2: Do you, by any chance-

Speaker speaker_1: We are-

Speaker speaker_2: ... have their...?

Speaker speaker_1: No.

Speaker speaker_2: Oh.

Speaker speaker_1: Because we get the information, like, when they, uh, get hired. They've-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... file their information, um, and they send it to us to see if the, uh, the employee wants to enroll or not in the, in our benefits. So we don't have control over that information or them, not even the payroll. So what we do is receive the information from them. If the member, um, they do get auto enrolled... Let me see. Yeah, that's why you, you got the card, 'cause they get auto enrolled. Um, other than that, we do not have any access to the payroll or anything that has to do with WorkSmart.

Speaker speaker_2: It's funny, though, how they got my right address, but...

Speaker speaker_1: Well, like I said, I'm not sure how WorkSmart gets that information from the employees. Um... But other than, the only thing I could tell you is if, we had that file here, I see that the benefits are canceled. It seems like they're not working there anymore.

Speaker speaker_2: Yeah.

Speaker speaker_1: Because if we don't receive the payment, you can't enroll in the benefits.

Speaker speaker_2: Oh.

Speaker speaker_1: So I'll note it again, but, um, even, um... In order for these benefits to be reinstated, it has to be you. The call, we already know that, um, you do not work for them and the issue that is happening.

Speaker speaker_2: All right, ma'am.

Speaker speaker_1: All right?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Anything else I could do for you, ma'am?

Speaker speaker_2: No.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: Mm-hmm.