Transcript: Pamela Blanc-5667437139148800-4730050796011520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hello. My name is Kyle Bryant and I was, I was told to call this number for my benefits. And who do you work for, ma'am? Um, I work for Time Staffing in Upper Sandusky, Ohio. Time, you said? Time Staffing. Okay. All right. May I have the last four digits of your Social Security so I can pull up your file? 0287. Your first and last name? I'm sorry, what? The first and last name. Kyle Bryant. All right. Mr. Bryant, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. And are you saying my last name right? I have Bryant. B-R-Y-A-N-T? Okay. Yes. And you need to know my house address, right? Um, the one that you think is in the system. Oh, yeah. We just want to make sure it's you and that we are on the correct file. Gotcha, okay. 219 East Johnson Street, uh, Sandusky, Ohio, 43351. And my birthday is August 12th, 1991. All right. We have a telephone number on file, 301-6982. Yes, ma'am. And the email is your last name, your first name, 321@yahtoo.com? Yes. Okay. And do you know what plan would you like to enroll to? Um, I didn't... Oh, uh, I think it was MetLife, was one of them. MetLife, and the other one was Standard VIP. Okay. Uh, let me see here. I think you already have enrolled in the VIP Standard and Vision. Yeah. But your benefits still pending to start, um, two, four... 'Cause I was told after one month I worked at my current job, which I've been over a month now, it would kick in. Mm, no. I was told to call you guys when that happened. Mm-hmm, no. Um, so they submitted the form. They... You signed and dated, let me see, on the 11th, on the 13th. Let me see something here. Okay. And, um, so it was processed, but it does take three to, two to three weeks for the benefits to kick in. So the system is showing me if we receive the payment on time, um, most likely your benefits will be active on the 2nd of, um, December. Well, the thing is, I go through a staffing agency. I'm gonna be hired... I'm actually going to be hired in full-time out of the, out of the agency within a month. So really what's the point of me even doing this insurance then? Oh. Well, if you would like, I could go ahead and, and cli- and cancel the pending enrollment. Um, I'm trying to think here, because I'm gonna be hired... Uh, like I said, I go through a staffing agency, and once I'm hired into my job, I'll no longer be with Time Staffing. Okay. I thought after one month I would have my insurance right away and I could use it, like, tomorrow, you know? Because if you would have filled out the form right there when you got hired, we received a form on the 10th of October, but there, on that form, you chosen not to participate. If you would have enrolled that time- Mm-hmm. ... then your benefits would be active by now. Okay. Uh- But this one we received it on the 13th, so it's not enough time. Right. Okay, yeah. If you could, just go ahead and cancel everything, because like I said, I'm gonna be hired into my job pretty soon anyway, so let's go ahead and cancel it all. Okay. All right. So since the enrollment was already processed, I cannot assure you, um, it might not

happen, but you might experience one or two deduction. If that does happen, you still could use the benefits if you would like to. Mm-hmm. Um, you will see it on your pay stub. Uh- Okay. ... af- after... Okay? So keep an eye on th- on that, because if it's, if it's, um, I mean, if they do, um, most likely they become active and it will last you for a week, if- Okay. ... case you want. All right? Okay. Anything else I could do for you, sir? Okay. So it, so it was getting canceled though, or... Yes. Okay. It's just that, um, we don't have access to your payroll. Okay. So we have to send this information to your employer. Okay. Then they will process that information. Okay. So let's say when they do it, they already have processed your payroll, um, then you might experience the deduction. But if they do it before that, then you, you don't have to worry about it. Okay. But I'm letting you know- Yeah. ... in case this, it happened, you know that the benefits are active and you will be able to use it that week. Okay. All right? All right. Thank you very much. Thank you for giving us a call. Have a great rest of the day. You too. 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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. My name is Kyle Bryant and I was, I was told to call this number for my benefits.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: Um, I work for Time Staffing in Upper Sandusky, Ohio.

Speaker speaker_1: Time, you said?

Speaker speaker_2: Time Staffing.

Speaker speaker_1: Okay. All right. May I have the last four digits of your Social Security so I can pull up your file?

Speaker speaker_2: 0287.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: I'm sorry, what?

Speaker speaker_1: The first and last name.

Speaker speaker_2: Kyle Bryant.

Speaker speaker_1: All right. Mr. Bryant, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. And are you saying my last name right?

Speaker speaker_1: I have Bryant.

Speaker speaker_2: B-R-Y-A-N-T? Okay.

Speaker speaker_1: Yes.

Speaker speaker_2: And you need to know my house address, right?

Speaker speaker_1: Um, the one that you think is in the system.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: We just want to make sure it's you and that we are on the correct file.

Speaker speaker_2: Gotcha, okay. 219 East Johnson Street, uh, Sandusky, Ohio, 43351. And my birthday is August 12th, 1991.

Speaker speaker_1: All right. We have a telephone number on file, 301-6982.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And the email is your last name, your first name, 321@yahtoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And do you know what plan would you like to enroll to?

Speaker speaker_2: Um, I didn't... Oh, uh, I think it was MetLife, was one of them. MetLife, and the other one was Standard VIP.

Speaker speaker_1: Okay. Uh, let me see here. I think you already have enrolled in the VIP Standard and Vision. Yeah. But your benefits still pending to start, um, two, four...

Speaker speaker_2: 'Cause I was told after one month I worked at my current job, which I've been over a month now, it would kick in.

Speaker speaker_1: Mm, no.

Speaker speaker_2: I was told to call you guys when that happened.

Speaker speaker_1: Mm-hmm, no. Um, so they submitted the form. They... You signed and dated, let me see, on the 11th, on the 13th. Let me see something here. Okay. And, um, so it was processed, but it does take three to, two to three weeks for the benefits to kick in. So the system is showing me if we receive the payment on time, um, most likely your benefits will be active on the 2nd of, um, December.

Speaker speaker_2: Well, the thing is, I go through a staffing agency. I'm gonna be hired... I'm actually going to be hired in full-time out of the, out of the agency within a month. So really what's the point of me even doing this insurance then?

Speaker speaker_1: Oh. Well, if you would like, I could go ahead and, and cli- and cancel the pending enrollment.

Speaker speaker_2: Um, I'm trying to think here, because I'm gonna be hired... Uh, like I said, I go through a staffing agency, and once I'm hired into my job, I'll no longer be with Time Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: I thought after one month I would have my insurance right away and I could use it, like, tomorrow, you know?

Speaker speaker_1: Because if you would have filled out the form right there when you got hired, we received a form on the 10th of October, but there, on that form, you chosen not to participate. If you would have enrolled that time-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... then your benefits would be active by now.

Speaker speaker_2: Okay. Uh-

Speaker speaker_1: But this one we received it on the 13th, so it's not enough time.

Speaker speaker_2: Right. Okay, yeah. If you could, just go ahead and cancel everything, because like I said, I'm gonna be hired into my job pretty soon anyway, so let's go ahead and cancel it all.

Speaker speaker_1: Okay. All right. So since the enrollment was already processed, I cannot assure you, um, it might not happen, but you might experience one or two deduction. If that does happen, you still could use the benefits if you would like to.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, you will see it on your pay stub. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... af- after... Okay? So keep an eye on th- on that, because if it's, if it's, um, I mean, if they do, um, most likely they become active and it will last you for a week, if-

Speaker speaker_2: Okay.

Speaker speaker_1: ... case you want. All right?

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else I could do for you, sir?

Speaker speaker_2: Okay. So it, so it was getting canceled though, or...

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: It's just that, um, we don't have access to your payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So we have to send this information to your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: Then they will process that information.

Speaker speaker_2: Okay.

Speaker speaker_1: So let's say when they do it, they already have processed your payroll, um, then you might experience the deduction. But if they do it before that, then you, you don't have to worry about it.

Speaker speaker_2: Okay.

Speaker speaker_1: But I'm letting you know-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... in case this, it happened, you know that the benefits are active and you will be able to use it that week.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye.