

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, I got this number from, um, in my email on March the 27th, and I'm just now seeing it. We are the administrator of, of health insurance for staffing agency. Are you currently- Okay, I work for a BF, um, BGSF. Okay. And what is the last- And I'm calling to see, my last name is James. No, ma'am. I need the last four digits of your Social Security card before I- Oh, I'm sorry. ... pull up. Go ahead. Can I have the last- 4808. And your first and last name? 48... Waikia James. Okay. Miss James, 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. My address is 1033... Excuse me. Louisa Street, Norfolk, Virginia, 23523. And my birthday is February 12, 1992. Thank you for the information. Um, Miss James, we do not have a telephone number on file in case we need to contact you. Would you like to provide one? Yes. It's the one you recorded as your phone number? 757- Yes, ma'am. All right, thank you. And the email we have is your first name, last name two-six at gmail.com. Yes. All right, let me check here. What was the reason for the email? Okay. Oh, no. I was, it, that was just because I was trying to figure out, um, about my payroll. Um, did I give y'all a routing account number? No. It, um, it's because we receive a form for the health benefits, and on the form you selected that you wanted enrolled and at the same time you selected that you did not wanted to participate. Um, so we were trying to figure out, um, if you wanted to be enrolled or not. Are, are you currently working for them? Yeah. Mm-hmm. Yeah. That's, that was the reason why we reached out to you. Oh, okay. Well, I w- I don't mind. Yes, sure. But it's like, what, 90 days prior, right? Well, you got 30 days from your first paycheck to enroll in the benefits. Oh, okay. Um, well, but you see, was, because I was calling to see who do I talk to about the payroll. Well, you will have to call, uh, BGS, uh, BGS for that. We do not have that information, ma'am. Okay. Okay? Well, anything else I can do for you? No, thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, I got this number from, um, in my email on March the 27th, and I'm just now seeing it.

Speaker speaker_0: We are the administrator of, of health insurance for staffing agency. Are you currently-

Speaker speaker_1: Okay, I work for a BF, um, BGSF.

Speaker speaker_0: Okay. And what is the last-

Speaker speaker_1: And I'm calling to see, my last name is James.

Speaker speaker_0: No, ma'am. I need the last four digits of your Social Security card before I-

Speaker speaker_1: Oh, I'm sorry.

Speaker speaker_0: ... pull up. Go ahead. Can I have the last-

Speaker speaker_1: 4808.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: 48... Waikia James.

Speaker speaker_0: Okay. Miss James, 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_1: My address is 1033... Excuse me. Louisa Street, Norfolk, Virginia, 23523. And my birthday is February 12, 1992.

Speaker speaker_0: Thank you for the information. Um, Miss James, we do not have a telephone number on file in case we need to contact you. Would you like to provide one?

Speaker speaker_1: Yes.

Speaker speaker_0: It's the one you recorded as your phone number?

Speaker speaker_1: 757- Yes, ma'am.

Speaker speaker_0: All right, thank you. And the email we have is your first name, last name two-six at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, let me check here. What was the reason for the email? Okay.

Speaker speaker_1: Oh, no. I was, it, that was just because I was trying to figure out, um, about my payroll. Um, did I give y'all a routing account number?

Speaker speaker_0: No. It, um, it's because we receive a form for the health benefits, and on the form you selected that you wanted enrolled and at the same time you selected that you did not want to participate. Um, so we were trying to figure out, um, if you wanted to be enrolled or not. Are, are you currently working for them?

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_0: Yeah. That's, that was the reason why we reached out to you.

Speaker speaker_1: Oh, okay. Well, I w- I don't mind. Yes, sure. But it's like, what, 90 days prior, right?

Speaker speaker_0: Well, you got 30 days from your first paycheck to enroll in the benefits.

Speaker speaker_1: Oh, okay. Um, well, but you see, was, because I was calling to see who do I talk to about the payroll.

Speaker speaker_0: Well, you will have to call, uh, BGS, uh, BGS for that. We do not have that information, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Well, anything else I can do for you?

Speaker speaker_1: No, thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.