

## **Transcript: Pamela**

**Blanc-5872894231396352-5354510066597888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the benefits and card. This is Pamela speaking. How may I help you? Lorrell Mackey. Hello. How may I help you, sir? Um, I'm trying to enroll. Who do you work for, sir? Uh, BG Staffing, BGS Staffing. And what's our last four digits of your Social? 6428. 6428? Yes, 6428. Mm-hmm. Your first and last name? Lorrell Mackey. Mr. Mackey, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 611 Tarentum Ridge, Stockbridge, Georgia 30281. And you said my what of birth? Date of birth. Oh, September 30th '92. All right. We have a phone number of 586-452-04797 and your email is your first name last name @gmail.com? Yes. Okay. That's okay. Can you, um... Do you know what plan would you like to enroll to? Have you seen the benefit guide? Um, I just need dental. No problem. So the dental plan cost for employee only is \$3.38 for paycheck. Mm-hmm. The benefits will be active as, uh, the... Sorry. The benefits will be active the following Monday after we receive the first premium from your employer. The new ID card- You guys are- ... will be authorized. Huh? So you guys already have received the premium? Yes, sir, in order for the benefits to start. Yeah, no. I think they already paid it. I just haven't enrolled. Mm, no, because we need to enroll you first in order for- No, I thought they- Huh? I thought they already did 'cause they already took our money, but okay. Yeah. It might be the taxes or something else, but not from us, though. Okay. Right. So the benefits, like I said, will start the following Monday after we receive the first premium. Then your ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days after benefits are active. Um, let's see. And then so... Is there anything else that w- you would like to do? Uh, no, ma'am. Do I need to log in or create a login or anything? Mm-hmm. No. Well, you could go online and write, um, my BIC- Mm-hmm. ... or slash your staffing agency BGS, and there you will be able to see your benefits, create your profile. Um, but as soon as you see the deductions of the \$3.38 the following Monday, your benefits should be active. Okay, thank you. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling the benefits and card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Lorrell Mackey.

Speaker speaker\_1: Hello. How may I help you, sir?

Speaker speaker\_2: Um, I'm trying to enroll.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Uh, BG Staffing, BGS Staffing.

Speaker speaker\_1: And what's our last four digits of your Social?

Speaker speaker\_2: 6428.

Speaker speaker\_1: 6428?

Speaker speaker\_2: Yes, 6428.

Speaker speaker\_1: Mm-hmm. Your first and last name?

Speaker speaker\_2: Lorrell Mackey.

Speaker speaker\_1: Mr. Mackey, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 611 Tarentum Ridge, Stockbridge, Georgia 30281. And you said my what of birth?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Oh, September 30th '92.

Speaker speaker\_1: All right. We have a phone number of 586-452-04797 and your email is your first name last name @gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. That's okay. Can you, um... Do you know what plan would you like to enroll to? Have you seen the benefit guide?

Speaker speaker\_2: Um, I just need dental.

Speaker speaker\_1: No problem. So the dental plan cost for employee only is \$3.38 for paycheck.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The benefits will be active as, uh, the... Sorry. The benefits will be active the following Monday after we receive the first premium from your employer. The new ID card-

Speaker speaker\_2: You guys are-

Speaker speaker\_1: ... will be authorized. Huh?

Speaker speaker\_2: So you guys already have received the premium?

Speaker speaker\_1: Yes, sir, in order for the benefits to start.

Speaker speaker\_2: Yeah, no. I think they already paid it. I just haven't enrolled.

Speaker speaker\_1: Mm, no, because we need to enroll you first in order for-

Speaker speaker\_2: No, I thought they-

Speaker speaker\_1: Huh?

Speaker speaker\_2: I thought they already did 'cause they already took our money, but okay.

Speaker speaker\_1: Yeah. It might be the taxes or something else, but not from us, though.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Right. So the benefits, like I said, will start the following Monday after we receive the first premium. Then your ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days after benefits are active. Um, let's see. And then so... Is there anything else that w- you would like to do?

Speaker speaker\_2: Uh, no, ma'am. Do I need to log in or create a login or anything?

Speaker speaker\_1: Mm-hmm. No. Well, you could go online and write, um, my BIC-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... or slash your staffing agency BGS, and there you will be able to see your benefits, create your profile. Um, but as soon as you see the deductions of the \$3.38 the following Monday, your benefits should be active.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.