

Transcript: Pamela

Blanc-6230654863753216-6168383558991872

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? Um, um, what's this company again? I'm sorry. Benefits in a Car. Oh, okay now. Sorry about that. I had forgotten why I was calling for a second. Um, yes, I'm trying to, um, see if I can get, uh, uh, previous, uh, benefit, uh, information. I guess, my, um, or however you call that, my history, benefit history. Okay. You want, uh, you want to know about your benefits? The history of your benefits? Yes, ma'am. Yes, the history. Yes. Yes, the history. Okay, um. Right. You want to know why you were enrolled before? Yes. Like, from the time that I enrolled all the way up to now. Because we, what we do is administrate the health benefits for the staffing agency. That type of benefits are you talking about? Uh-huh. Yes, ma'am. I work through the staffing agency now. One of the guys told me that I could get my, uh, benefit information from this phone number. Who do you work for? BT Multifamily. May I have the last four digits of your Social so I can put up your file? 1581. 1581. Your first and last name? James McBee. M-B as in boy, E-E. . Can you repeat your last name for me? Sorry about that. McBee. M-C-B as in boy, E-E as in elephant. All right, thank you. Mr. McBee, for security reasons, just to make sure to be in, the correct file, can you verify your complete address and date of birth? 3601 East, uh, 61st Street, Kansas City, Missouri, 64130. October 30th, '87. Thank you for the information. Um, we have a phone number on file 816-563-8880. And your email is J23LVV@... JV@gmail.com. Yes, ma'am. All right. So, you were enrolled until September. Of what year? 2024. And let's see. Get back in, in July. So your benefits are actually active only for two weeks in August, but you enrolled in July, and they became effective on the 1st of January... What? On the 1st of August of 2024 into the 18th of August. Only those two weeks you were, um, enrolled. They don't have nothing else prior to that? No. Hmm. Maybe it's under another company or something. I see. 'Cause I enrolled when I first started, and I had it all before because I remember putting it down even when I had my children, when I was still, uh, married at the time and I was still working with you guys. Oh, no. Well, here I can see- Or company. So I could see here when you, um, file, uh, fill out the enrollment form back in July, and it was only for you. And it was July of this year. Yes, that's after. Yeah. Yeah, no. But prior to that, we don't have any here, any enrollment for you. Oh, okay. Um, is there a way that could be sent to my email address? We could send you a letter, a statement of coverage. Would you email? Um, I'd rather just do email. But that's what I'm saying. We could send it to your email, the statement of coverage. Yes, just email. Okay. And now, it takes 24 to 48 hours for you to receive it, and it will be coming in from info@benefitsinacar. Info, the benefits is in the... Okay, I got you. Mm-hmm. All right. Is there anything else I could do for you, sir? Um, yes, um, I need, um, a password and, um, username that I use for the account to log in, because, uh, this my first time actually, uh, getting on line here, and I want to make sure I

have my information. Can you send that through my email as well? Well, the only information I could provide you is regarding the health insurance. Anything else that has to be with the actual job, we don't have that access. And- Oh, they give me? Yeah, they will give you the access. We, we do not have any information regarding that. Okay. All right? Thank you. No problem. Thank you for giving us a call. All right. Have a great rest of the day.

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: Um, um, what's this company again? I'm sorry.

Speaker speaker_1: Benefits in a Car.

Speaker speaker_2: Oh, okay now. Sorry about that. I had forgotten why I was calling for a second. Um, yes, I'm trying to, um, see if I can get, uh, uh, previous, uh, benefit, uh, information. I guess, my, um, or however you call that, my history, benefit history.

Speaker speaker_1: Okay. You want, uh, you want to know about your benefits? The history of your benefits?

Speaker speaker_2: Yes, ma'am. Yes, the history. Yes. Yes, the history.

Speaker speaker_1: Okay, um.

Speaker speaker_2: Right.

Speaker speaker_1: You want to know why you were enrolled before?

Speaker speaker_2: Yes. Like, from the time that I enrolled all the way up to now.

Speaker speaker_1: Because we, what we do is administrate the health benefits for the staffing agency. That type of benefits are you talking about?

Speaker speaker_2: Uh-huh. Yes, ma'am. I work through the staffing agency now. One of the guys told me that I could get my, uh, benefit information from this phone number.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: BT Multifamily.

Speaker speaker_1: May I have the last four digits of your Social so I can put up your file?

Speaker speaker_2: 1581.

Speaker speaker_1: 1581. Your first and last name?

Speaker speaker_2: James McBee. M-B as in boy, E-E. .

Speaker speaker_1: Can you repeat your last name for me? Sorry about that.

Speaker speaker_2: McBee. M-C-B as in boy, E-E as in elephant.

Speaker speaker_1: All right, thank you. Mr. McBee, for security reasons, just to make sure to be in, the correct file, can you verify your complete address and date of birth?

Speaker speaker_2: 3601 East, uh, 61st Street, Kansas City, Missouri, 64130. October 30th, '87.

Speaker speaker_1: Thank you for the information. Um, we have a phone number on file 816-563-8880. And your email is J23LVV@...

Speaker speaker_2: JV@gmail.com. Yes, ma'am.

Speaker speaker_1: All right. So, you were enrolled until September.

Speaker speaker_2: Of what year?

Speaker speaker_1: 2024. And let's see. Get back in, in July. So your benefits are actually active only for two weeks in August, but you enrolled in July, and they became effective on the 1st of January... What? On the 1st of August of 2024 into the 18th of August. Only those two weeks you were, um, enrolled.

Speaker speaker_2: They don't have nothing else prior to that?

Speaker speaker_1: No.

Speaker speaker_2: Hmm. Maybe it's under another company or something.

Speaker speaker_1: I see.

Speaker speaker_2: 'Cause I enrolled when I first started, and I had it all before because I remember putting it down even when I had my children, when I was still, uh, married at the time and I was still working with you guys.

Speaker speaker_1: Oh, no. Well, here I can see-

Speaker speaker_2: Or company.

Speaker speaker_1: So I could see here when you, um, file, uh, fill out the enrollment form back in July, and it was only for you. And it was July of this year.

Speaker speaker_2: Yes, that's after. Yeah.

Speaker speaker_1: Yeah, no. But prior to that, we don't have any here, any enrollment for you.

Speaker speaker_2: Oh, okay. Um, is there a way that could be sent to my email address?

Speaker speaker_1: We could send you a letter, a statement of coverage. Would you email?

Speaker speaker_2: Um, I'd rather just do email.

Speaker speaker_1: But that's what I'm saying. We could send it to your email, the statement of coverage.

Speaker speaker_2: Yes, just email.

Speaker speaker_1: Okay. And now, it takes 24 to 48 hours for you to receive it, and it will be coming in from info@benefitsinacar.

Speaker speaker_2: Info, the benefits is in the... Okay, I got you.

Speaker speaker_1: Mm-hmm. All right. Is there anything else I could do for you, sir?

Speaker speaker_2: Um, yes, um, I need, um, a password and, um, username that I use for the account to log in, because, uh, this my first time actually, uh, getting on line here, and I want to make sure I have my information. Can you send that through my email as well?

Speaker speaker_1: Well, the only information I could provide you is regarding the health insurance. Anything else that has to be with the actual job, we don't have that access. And-

Speaker speaker_2: Oh, they give me?

Speaker speaker_1: Yeah, they will give you the access. We, we do not have any information regarding that.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you for giving us a call.

Speaker speaker_2: All right.

Speaker speaker_1: Have a great rest of the day.