

Transcript: Sara

Marulanda-4525747182419968-4962570589356032

Full Transcript

Hello. This is Sarah. Who am I speaking with? Yes, this is Jim Sewell. Hello. This is Jim Sewell. How may I help you? Uh, yes. Um, I'm trying to, um, have, uh... I'm try... Actually I'm calling about insurance benefits that have been taken from me. They, um, was told to me they was canceled and the paperwork was sent, um, to my coordinator, um, at my job, BGSL Staffing. And my coordinator, I just got off the phone with her, said that she talked to someone and sent over the information. And I was trying to speak to a supervisor so I can possibly let her speak to whoever, because I know y'all are in this office and it's so many of y'all working there. But it seems like my paperwork just constantly is not making it to who it needs to. So, I had to stop working in February because of this. Okay. Let me explain you how the court order process works. Once the court order for the, um, in this case, you, for the employee, uh, to start paying for their child's, um, medical coverage, they send that to the, um, to the office, in this case, BG Staffing. Then it came to us and we have to do it by then. Even if you cancel, if you stop working, uh, whatever you wanna do if the court order is still active, every time you start working, uh, through a paycheck, any company is gonna do that for you. No, what I'm saying... Okay. So, what you're telling me is, okay, the court order was sent to you all which means that I was... The, the, the, the, the, um, insurance, right? Yeah, but... Uh, okay. Okay. I'm just explaining to you- So listen, so listen. ... how the court order works. I'm explaining to you, I went to the court and had the court- Okay. ... to send my job a cancellation. So I have another court order that I have received that my job has. So, when you... When I call you all and y'all ask, "Who am I working for," right? Mm-hmm. I'm working for BGSL. BGSL. BGSL has my per... What? Sir, okay, it's kind of breaking up. Could you repeat that? BGSL what? BGSL Staffing, which is the staffing service that I work with. They have- Yes. ... a new court order for cancellation. That's what I'm trying to tell you all. Okay, yes. My coordinator, the person that's over me, she sent it in. She faxed it over to you all. What, um... That's what I'm trying to tell you. First... Mm. Yes. Yes, I understand you, sir. But, but I don't know. I mean, you don't have any active coverage with us. So I don't... My child, my oldest son, that's why the, the, the insurance was canceled. Y'all have a grown person, so basically I'm paying for insurance for another grown person, which is my child. Okay, I- The court order that when my child was... The court... That, that court order that y'all received was when my son was still under age and in school. But he is now grown and working, so the court canceled it. Okay. I don't think we're talking about the same child. We have two children here. They sent it to my job. My job faxed it over. Oh. Sir, listen to me. I'm trying to explain, please. The court sent us an order for two children that are under 18, the ones that are here on the system. We don't have any out of, um, over 18 child on, under the court order, first. Second, there has been no deductions from our end for healthcare coverage. There is nothing because you don't have any active coverage at this moment. You said you have- Please. You said you have two kids

under the age of 18 on there. Yes, sir. No, you are lying because one of the kids' birthday is 09/27/0C. He is 18. He's a graduate. Well, sir, that's something that you have to talk with the court. Goddamn, that what I'm trying to tell you. These are my kids. Not at all. How you gonna tell me? O- Sir, that's something that you will have to talk with the court. That's why I'm saying to you, I have a new court order. I have a new court order for the, for the, for the 18-year-old kid. He doesn't supposed to be... I don't supposed to be paying insurance for him. Okay, sir, you have to talk that with the court, not with us. We don't make up the rules. I already did. The court already... Listen, I don't have to talk to the court because I already did. They already done did the paperwork. The paperwork is with BGSL. I'm telling you, you have to speak to Miss Mary, which is my coordinator. Okay, she- She has the faxed- ... has to send us information. Yes. We already sent it. She has already sent it. But we haven't received it. That's what I'm trying to say. Because I don't know why y'all hasn't received it. Because we haven't received it, sir. But I don't know why she's sending it. Okay, so listen. Then we can send it the first time. I can call my coordinator right now and she can put... Listen, listen, listen. If you have a email, she can send you the email right now. That's what I'm- Yes, sir. ... I'm trying to say. I do have an email. Okay, let me tell you- She can send it. ... let me give you the email address. Are you ready to write it down? Yes. Okay, it is faxing@benefitsinacard.com. Let me spell that for you. F as in Frank, A as in Alpha, X as in X-ray, I as in India, N as in, in November, G as in Golf, @, B as in Bravo, E as in Echo, N as in November, E as in Echo, F as in Frank, I as in India, T as in Tango, S as in Sierra, I as in India, N as November, A as in Alpha, C as in Charlie, A as in Alpha, R as in Romeo, D as in Delta.com. Charlie Oscar memory. Faxing@benefitsinacard.com. Did you get it, Mr. ■ So it's, um, benefitsinacard.com. No, it's faxing, like a fax, I-N-G@benefitsinacard.com. Yeah. Okay. I got the faxing part. F-F-A- Yes. ...A-X-I-N-G. Yes. She has to send it over there, I mean, to that address. Then, um, that's not us, that's the main office, they will receive it. They will verify all the information, then they will process that. It's not going to happen today because today is Friday, and I don't need... uh, we haven't even re- received it yet. So, uh, but she has to send it to that, um, address. So faxing benefit in a card? Yes. F-A-X-I-N-G@benefitsinacard. All right, I'm gonna have her just send the information. Oh. Okay.

Conversation Format

Speaker None: Hello. This is Sarah. Who am I speaking with? Yes, this is Jim Sewell. Hello. This is Jim Sewell. How may I help you? Uh, yes. Um, I'm trying to, um, have, uh... I'm try... Actually I'm calling about insurance benefits that have been taken from me. They, um, was told to me they was canceled and the paperwork was sent, um, to my coordinator, um, at my job, BGSL Staffing. And my coordinator, I just got off the phone with her, said that she talked to someone and sent over the information. And I was trying to speak to a supervisor so I can possibly let her speak to whoever, because I know y'all are in this office and it's so many of y'all working there. But it seems like my paperwork just constantly is not making it to who it needs to. So, I had to stop working in February because of this. Okay. Let me explain you how the court order process works. Once the court order for the, um, in this case, you, for the employee, uh, to start paying for their child's, um, medical coverage, they send that to the, um, to the office, in this case, BG Staffing. Then it came to us and we have to do it by then.

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Delta.com. Charlie Oscar memory. Faxing@benefitsinacard.com. Did you get it, Mr. ■ So it's, um, benefitsinacard.com. No, it's faxing, like a fax, I-N-G@benefitsinacard.com. Yeah. Okay. I got the faxing part. F- F-A- Yes. ...A-X-I-N-G. Yes. She has to send it over there, I mean, to that address. Then, um, that's not us, that's the main office, they will receive it. They will verify all the information, then they will process that. It's not going to happen today because today is Friday, and I don't need... uh, we haven't even re- received it yet. So, uh, but she has to send it to that, um, address. So faxing benefit in a card? Yes. F-A-X-I-N-G@benefitsinacard. All right, I'm gonna have her just send the information. Oh. Okay.