

Transcript: Sara

Marulanda-5279203511189504-6604081283678208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? My name is Edward Turner. I work for- Hello, mister. Huh? Yes, sir. Hello. Go ahead. Hey. Hey, I work for BG Personnel and, uh, at, at first I was court-ordered to have y'all insurance through my job, but I, uh, my, uh, my child support, uh, case worker, she sent in an email where I can drop the insurance, but I wanna... I, I only wanna keep dental. Okay, let me check that for you. May I have the last four of your Social, please? 0555. 0555. BG? BG Staffing, right? Ma'am? BG Staffing? Yes. Yes, yes, yes. Okay. Let me just a minute. On, do you know when they send the, uh, the email? Yeah, she sent it on the 30th. She sent it on the 30th. Oh, okay. They haven't... It has not been, uh, processed, so we haven't received it. May I put you on hold just for a minute while I check on that? Yeah, sure. Yeah, there's no issue any- any reason. Right. Good. Okay, thank you. I'll be right back with you, sir. Okay. Hello, Mr. Turner? Yes, ma'am. Thank you for waiting, sir. Okay. I just went, uh, um, in touch with the main office. We have not received anything. Um, do you know if they sent that to the... like, to BG Staffing- Uh- ... directly? Ho- hold on. Ho- hold on. Wait a moment. Let's see. Ca- uh. Just hold on a minute. Let, let me, uh... That way I can get her to send it to you directly. 'Cause I, I need that taken off before paper r- well, payroll goes in this week. Hold on one moment. Okay. The, the, the check for this week is already done. What do you mean? You're gonna see the check this week. I mean, for my... You know, uh, the week of work, that I'm working right now? Yes, this week paycheck, I think they already- Uh-huh. Yeah, 'cause today Friday, and then you still got Saturday, you still got Saturday and Sunday, uh, before payroll goes in. Saturday and Sunday does not count. Well, that depends on BG Staffing. We don't process their payments, so I don't know directly with that, but, um- Right, right. Because it don't go in 'til Monday. But hold on just one moment, 'cause I don't, I don't know if she sent it just to, to my, you know, recruiter, my, uh, uh, I don't know. Yes, ma'am. But if she sent it directly to you right now, that'd be better, right? Of course, but I'm not the one who processes that. Okay. Let me explain. Hello? When, when they send that, if you have a copy, you can send it directly to us. But we don't have, um, I... is, is not my job to process that. I'm just a, the customer service representative. That will go- Got you. When you send that, it's going to a, a main office. The main office will direct it, will divide the job and the person- Okay, so there's no need for her to send it to you? They send that- There's no need for her to send? If, if they want to send it directly to the company, yes, but not to me. Just the company. VIC. But if you can call- So, who do I need to speak with, who do I need to speak with about this so I can get the insurance figured out? Because I, because I just want to deal with it. No. Okay, listen, listen. Once they send the document, it's going to be like in the, in the general mail office, right? The general mail office. So, so they, they send that- All right, so what I'm trying to f... Okay. Okay, they're

going to send that to court orders because there is a lot of court orders. So that department will process the court order. Okay, so uh, the, the court order, do they answer the phone for people or, or are they just like online? No. Because if you can help me out with them, I would like that. No. Once they process that, once they process that, you need to be checking on us because once they process that, they're not going to make any outbound calls. So- Okay. ... once you, you're sure that they send that, just give it one or two days for you to receive that. Well, she told me that, um, she said she sent it, you know, uh... If she sent it to BGA Staffing, uh, they haven't sent us that, uh, document, so. So who should I call to check on that to like expedite it, like this same HR mail? This same number. No, this same number. Because those are internal process. I mean, no one from the, from the main office is going to talk with any of the members outside. We are the ones who do that. So if you call us- So it's kind of like, like say child support just sent in for a, like a monetary um, uh, uh, a monetary wage deduction. It's the same people who handles that? Well, I, I don't know, I don't... I can tell you for us. This is how that works. Once they send the document, the internal office will process that. Oh, no. I, I, I told you who I'm sending that for. You need to... Okay, so- I get that from. I'll, I'll just call, I'll call my, uh, I'll call my recruiter just to see has it, has it went into the right people. Because I don't, that's why I was going to call her while you were on the phone because I don't even know exactly who she sent it to. They have to send it to, or your office BGA Staffing and they send it to us or directly to us, to Benefits in a Cart. Okay. But I'm not going to be able to tell... So who do I call to f... see that it come? But I'm not going to be able to tell you if we receive it or not because I don't have access to that mailbox. That goes to another department. Right. Right, so who can I call to see that the email come in? And, and that the process is all started? Okay. Once they send that, you need to allow one or two days. Uh-huh. That means 24 to 48 hours for that office, that department to process that. Okay. All right. And then you can give us a call and I will, I will the one who give you the information because it's going to be on the system. Gotcha. All right, so um, by being Friday, I, I'll have to pay it this week. Uh, but it'll be all good. I'll call you guys Monday and make sure that the email came in. I was just trying to get ahead of the ball. Okay, yes. If you give us a call Monday night and if they have sent it and if it's in the system already processed, then we can do something. She said she'd send it off on the 30th. Okay? Yeah, she said she'd send it off on the 30th, but I didn't know it took two, two business days. Oh. Yes, for them to process it in the main office. Yes, sir. Okay. Thank you, ma'am. All right, sir. You're more than welcome. Anything else that I can help you with? No, no, no. All right, then. I'll call you back Monday to drop it all and self dispense. Perfect, Mr. Turner. Perfect. That sounds good to me. Yes, ma'am. Thanks. Have a great weekend, sir. Okay, bye-bye. You too. Bye. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? My name is Edward Turner. I work for- Hello, mister. Huh? Yes, sir. Hello. Go ahead. Hey. Hey, I work for BG Personnel and, uh, at, at first I was court-ordered to have y'all insurance through my job, but I, uh, my, uh, my child support, uh, case worker, she sent in an email where I can drop the insurance, but I wanna... I, I only wanna keep dental. Okay, let me

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