

Transcript: Sara

Marulanda-6123090744393728-4521129951576064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, my name is Sarai Martinez. Hello, Ms. Martinez. How may I help you? Hi. Um, so I received an email saying that, um, I was gonna be eligible for the BIC refund, and I just wanted to see how much was going to be returned, if any. Okay, let me check your, uh, account first, and may I have the name of the agency that you are working with and the last four of your Social? Um, my agency is BGSS, and my last four is 3936. 3936? Okay. Let me just, I mean that's- Sorry, no, no. Actually, sorry, 3690. Sorry, sorry. 3690. Okay, hold on, please. Okay, Ms. Martinez, and just for security purposes, can you please verify your address and date of birth? Yeah. Um, 151 East Del Mar Circle. Birthday, March 2nd, 2003. Email sarai, sarai mm03@gmail.com? Yes. And the phone number 720-779-7681? Yes. Thank you very much. 'Kay, you say that you receive an email or a mail stating that you will receive a refund for NEC? Yeah, it says, um... Let me read it to you. It says, "As a holiday gift and appreciation to our temporary employees," uh, what, "BIC would like to refund you any health benefit coverage deducted from, um, November 4th to December 15th." Okay, may I put you on hold just for a minute, ma'am? Yeah. Okay, I'll be right back with you. Thank you. ... say that, um, she did receive an email or letter saying that, uh, because of the holidays, BIC would cover any NEC expenses, and she would get a refund for everything? So, what is that? So, uh, some companies... So you can kind of confirm with the account. Um, I have heard of that. Some companies will do, like, a holiday pay- Mm-hmm. ... or something like that, where they do not require them to pay that week. Oh, okay. And it's only some companies because it depends on... So it's kind of like a larger company, right? So insurance, if the company has money left over, right? So like, all these people pay in a thousand dollars, but they only use \$800 of that pot, then they have \$200. And so, a lot of companies will just say, "Well, you can have 200 for the holidays and where they won't need to pay for that week." So that's why she would have to contact the company? Yeah. Okay. She'll have to con- contact her company, yeah. That's the best way to go about it. Oh! Thank you. Yes. Hello, Ms. Martinez? Yeah. Uh, thank you for that, ma'am. Okay, you will have to contact your staffing company. Just contact BGS Staffing about that, because that's not from us. That's from the staffing company. Okay. Um, I'll reach out to them. I just was told to reach out to you guys so that, that... I'm sorry. They told you to contact us? Oh. Yeah, they told me to contact you guys. Um, I let them know this morning, and they said, "For any BIC enrollments, um, call this number." Yeah, that's, that's for enrollments. This is not a re- an enrollment. This is some kind of gift, like a Christmas gift. Oh, okay. So that should be with... through BG Staffing. Okay, thank you. All right, ma'am. You're more than welcome. Other than that, is there anything else that I can help you with? Um, well, I guess my next question was to see if I, am I in your system? If you are what? I'm sorry. If I'm in your

system as a enrolled... Oh, yes, you are enrolled, and your coverage is active. Okay, okay. And you are enrolled on the group accident, Entactum, LifeVision, The Eyed Experts, Behavioral Health, and, um, NEC TeleRx. Okay. No, thank you. Uh, that's all I needed. And you're more than welcome, ma'am. Have a wonderful day, and thank you for calling Benefits in a Cart. Okay, thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, my name is Sarai Martinez. Hello, Ms. Martinez. How may I help you? Hi. Um, so I received an email saying that, um, I was gonna be eligible for the BIC refund, and I just wanted to see how much was going to be returned, if any. Okay, let me check your, uh, account first, and may I have the name of the agency that you are working with and the last four of your Social? Um, my agency is BGSS, and my last four is 3936. 3936? Okay. Let me just, I mean that's- Sorry, no, no. Actually, sorry, 3690. Sorry, sorry. 3690. Okay, hold on, please. Okay, Ms. Martinez, and just for security purposes, can you please verify your address and date of birth? Yeah. Um, 151 East Del Mar Circle. Birthday, March 2nd, 2003. Email sarai, sarai mm03@gmail.com? Yes. And the phone number 720-779-7681? Yes. Thank you very much. 'Kay, you say that you receive an email or a mail stating that you will receive a refund for NEC? Yeah, it says, um... Let me read it to you. It says, "As a holiday gift and appreciation to our temporary employees," uh, what, "BIC would like to refund you any health benefit coverage deducted from, um, November 4th to December 15th." Okay, may I put you on hold just for a minute, ma'am? Yeah. Okay, I'll be right back with you. Thank you. ... say that, um, she did receive an email or letter saying that, uh, because of the holidays, BIC would cover any NEC expenses, and she would get a refund for everything? So, what is that? So, uh, some companies... So you can kind of confirm with the account. Um, I have heard of that. Some companies will do, like, a holiday pay- Mm-hmm. ... or something like that, where they do not require them to pay that week. Oh, okay. And it's only some companies because it depends on... So it's kind of like a larger company, right? So insurance, if the company has money left over, right? So like, all these people pay in a thousand dollars, but they only use \$800 of that pot, then they have \$200. And so, a lot of companies will just say, "Well, you can have 200 for the holidays and where they won't need to pay for that week." So that's why she would have to contact the company? Yeah. Okay. She'll have to con- contact her company, yeah. That's the best way to go about it. Oh! Thank you. Yes. Hello, Ms. Martinez? Yeah. Uh, thank you for that, ma'am. Okay, you will have to contact your staffing company. Just contact BGS Staffing about that, because that's not from us. That's from the staffing company. Okay. Um, I'll reach out to them. I just was told to reach out to you guys so that, that... I'm sorry. They told you to contact us? Oh. Yeah, they told me to contact you guys. Um, I let them know this morning, and they said, "For any BIC enrollments, um, call this number." Yeah, that's, that's for enrollments. This is not a re- an enrollment. This is some kind of gift, like a Christmas gift. Oh, okay. So that should be with... through BG Staffing. Okay, thank you. All right, ma'am. You're more than welcome. Other than that, is there anything else that I can help you with? Um, well, I guess my next question was to see if I, am I in your system? If you

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