

Transcript: VICTORIA

Taylor-6180420130095104-5593298973147136

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hi there, Victoria. My name is Ashley Neiman and I had left a message, I believe on Friday, and I missed a call back from your office. Um, I recently started an assignment, uh, with one of your clients. Um, I don't know if you are specifically with, um... Oh, gosh. Hold on. I, I'm so sorry. My phone is going crazy. It's making me nuts. Um, I wanna give you the information. I c- I can't think. I'm so sorry. BSFG, um, BSFG. And when I did the application, I did not intend to select benefits. I think I thought I was selecting no, but then I, uh, noticed at the end, it said, "Make sure," you know, "your benefits will be effective until you have in writing from us that they're canceled." Um, I just started the assignment today and before I started, the staffing coordinator, uh, gave me new paperwork to sign where I did select no benefits, so I don't know, um, where things stand right now because when I got the message earlier they said that it did show I was enrolled. Okay. No- And they told me to call back and verify I do not want benefits. Okay. What's the last four of your Social? Sure. Sorry for all that information. 8844. And your first and last name? Sure. Ashley, A-S-H-L-E-Y. Last name is Neiman. N as in Nancy, A-I-N as in Mary, A-N as in Nancy. It might... It's gonna switch to Bluetooth at some point, but hopefully... Hold on. Okay. I think I got you here. Uh, do you mind verifying your address and date of birth? No. Not at all. Uh, address is 13455 Sunrise Valley Drive, Number 6006, Herndon, Virginia, 20171. Uh, date of birth is 09/26/1967. Okay. And then phone number is 703-855-6946? That is correct. Okay. And then email is first name dot last name at gmail.com? Yes. Okay. Um, so yeah. I do see that you're enrolled into coverage. It looks like we got a enrollment form that was signed and dated on the 7th of April requesting this. Mm-hmm. Mm-hmm. Right. Right. Um- Yeah, so that must have been when I did the application, right? Yeah. I'm not sure. We don't handle the application portion. We just do the- Of course. Yeah. No. It was part of their... And I did it on my phone. That was the problem. I've never done really... I... Well, I try and avoid doing things like that on my phone, right? Okay. I mean, either way, I, I can go ahead and put in a request to have it canceled. Now, typically, with cancellations, it does take about one to two weeks to be processed- Okay. ... through your payroll department. Mm-hmm. So, there is a possibility you'll see one to two payroll deductions. If you do, they will provide the coverage that you signed up for until, uh, payroll has canceled it out on their end. Okay. I'll just... I'll give a nudge to, um, the staffing coordinator that I sign-... 'Cause I didn't wanna register for the timekeeping system, and so I had that taken care of which doesn't mean anything to you, but... 'Cause you're with the, um, the company, right? The benefit company? And I'm sure you have multiple clients. I don't know, but I'm just guessing. Um, so I'll see if she can... If she gets me the form promptly, does it still take one to two weeks? Yeah. I mean, at this point, we... It, uh... The form is kind of irrelevant because you were already enrolled into coverage based off of what we have, the

4/7/25. Mm-hmm. So, what I'm doing is I'm putting in a request to have that enrollment canceled. So, whether- I see. ... we get another form or not, it- Oh, okay. ... isn't going to help. But I would suggest maybe speaking to your payroll, because to my knowledge- Yeah. ... it depends on how fast payroll processes the cancellation on their end. Right. Okay. Excellent. Yeah. I just started today. I don't even know, you know, what the, uh, pay, pay cycle is. Um, so I'll definitely do that because I don't want to... You know, I think, I think I would have selected every option possible so it will, um, probably be like, uh, you know, 75, 100 dollars on this thing, so I don't wanna do that. All right. Thank you. I appreciate you taking the time to speak with me and explain how it works. Yes, ma'am. You have a wonderful day. You have a... You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hi there, Victoria. My name is Ashley Neiman and I had left a message, I believe on Friday, and I missed a call back from your office. Um, I recently started an assignment, uh, with one of your clients. Um, I don't know if you are specifically with, um... Oh, gosh. Hold on. I, I'm so sorry. My phone is going crazy. It's making me nuts. Um, I wanna give you the information. I c- I can't think. I'm so sorry. BSFG, um, BSFG. And when I did the application, I did not intend to select benefits. I think I thought I was selecting no, but then I, uh, noticed at the end, it said, "Make sure," you know, "your benefits will be effective until you have in writing from us that they're canceled." Um, I just started the assignment today and before I started, the staffing coordinator, uh, gave me new paperwork to sign where I did select no benefits, so I don't know, um, where things stand right now because when I got the message earlier they said that it did show I was enrolled.

Speaker speaker_0: Okay. No-

Speaker speaker_1: And they told me to call back and verify I do not want benefits.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: Sure. Sorry for all that information. 8844.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sure. Ashley, A-S-H-L-E-Y. Last name is Neiman. N as in Nancy, A-I-N as in Mary, A-N as in Nancy. It might... It's gonna switch to Bluetooth at some point, but hopefully... Hold on.

Speaker speaker_0: Okay. I think I got you here. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: No. Not at all. Uh, address is 13455 Sunrise Valley Drive, Number 6006, Herndon, Virginia, 20171. Uh, date of birth is 09/26/1967.

Speaker speaker_0: Okay. And then phone number is 703-855-6946?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And then email is first name dot last name at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so yeah. I do see that you're enrolled into coverage. It looks like we got a enrollment form that was signed and dated on the 7th of April requesting this.

Speaker speaker_1: Mm-hmm. Mm-hmm. Right. Right.

Speaker speaker_0: Um-

Speaker speaker_1: Yeah, so that must have been when I did the application, right?

Speaker speaker_0: Yeah. I'm not sure. We don't handle the application portion. We just do the-

Speaker speaker_1: Of course. Yeah. No. It was part of their... And I did it on my phone. That was the problem. I've never done really... I... Well, I try and avoid doing things like that on my phone, right?

Speaker speaker_0: Okay. I mean, either way, I, I can go ahead and put in a request to have it canceled. Now, typically, with cancellations, it does take about one to two weeks to be processed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... through your payroll department.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, there is a possibility you'll see one to two payroll deductions. If you do, they will provide the coverage that you signed up for until, uh, payroll has canceled it out on their end.

Speaker speaker_1: Okay. I'll just... I'll give a nudge to, um, the staffing coordinator that I sign-... 'Cause I didn't wanna register for the timekeeping system, and so I had that taken care of which doesn't mean anything to you, but... 'Cause you're with the, um, the company, right? The benefit company? And I'm sure you have multiple clients. I don't know, but I'm just guessing. Um, so I'll see if she can... If she gets me the form promptly, does it still take one to two weeks?

Speaker speaker_0: Yeah. I mean, at this point, we... It, uh... The form is kind of irrelevant because you were already enrolled into coverage based off of what we have, the 4/7/25.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, what I'm doing is I'm putting in a request to have that enrollment canceled. So, whether-

Speaker speaker_1: I see.

Speaker speaker_0: ... we get another form or not, it-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... isn't going to help. But I would suggest maybe speaking to your payroll, because to my knowledge-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it depends on how fast payroll processes the cancellation on their end.

Speaker speaker_1: Right. Okay. Excellent. Yeah. I just started today. I don't even know, you know, what the, uh, pay, pay cycle is. Um, so I'll definitely do that because I don't want to... You know, I think, I think I would have selected every option possible so it will, um, probably be like, uh, you know, 75, 100 dollars on this thing, so I don't wanna do that. All right. Thank you. I appreciate you taking the time to speak with me and explain how it works.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You have a... You too. Bye-bye.

Speaker speaker_0: Bye-bye.