

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. My name is Francesca. How can I assist you today? Hey, this is Emmanuel Vance. I'm seeing if y'all had, uh, canceled my insurance or not yet. What staffing company do you work with? Uh, Surge. What are the last four digits of your Social Security number? 6044. And for security purposes, can you please verify the mailing address and date of birth? Uh, my date of birth is July 17th, 2000. The mailing address is 2690 McCullough Boulevard. I have that phone number. Yeah, this is- It's 873-1710. Yes, ma'am. What are you doing? Oh. And I have your email down as first and last name@icloud.com. Yes, ma'am. Hey, if you want to, uh- No, Mr. Vance, at the moment, that coverage has not been canceled yet. We're still waiting on that court-ordered document to terminate it. Okay, so they said they already sent it. Excuse me? They said they already sent it. It has not been receive- received by our front office yet. I don't have any note on this document. I, I, can you, can you, can you look at something for me though right quick? Sure, sir. Uh, under this job they got me pulling, and then it says, the court-ordered document. It just say, it says Magnolia Automotive. I'm sorry? The job, like it says Surge Staffing but i- it's through, the, uh, court-ordered document is through Magnolia Automotive and I don't work for Magnolia Automotive. So that court-ordered document is wrong anyway. Okay. I work for Trigo. Okay, sir. So the benefits are through your staffing company, not by the assignment. Well, you're still receiving a Surge Staffing issued check. It will still be taking the payment for the court-ordered coverage once we receive the document. So who do I need to call? The court so that they can send it over. If they have already sent over the document, we just have to wait for it to be received and processed. Is this the corporate office? No, sir. We're not corporate. We're Benefits In A Card, the administrators for the health insurance of the staffing companies. All right, thank you. Of course. Is there anything else I can assist you with today? No, ma'am. I hope you ha-

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 Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, this is Emmanuel Vance. I'm seeing if y'all had, uh, canceled my insurance or not yet.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What are the last four digits of your Social Security number?

Speaker speaker_2: 6044.

Speaker speaker_1: And for security purposes, can you please verify the mailing address and date of birth?

Speaker speaker_2: Uh, my date of birth is July 17th, 2000. The mailing address is 2690 McCullough Boulevard.

Speaker speaker_1: I have that phone number.

Speaker speaker_2: Yeah, this is-

Speaker speaker_1: It's 873-1710.

Speaker speaker_2: Yes, ma'am. What are you doing? Oh.

Speaker speaker_1: And I have your email down as first and last name@icloud.com.

Speaker speaker_2: Yes, ma'am. Hey, if you want to, uh-

Speaker speaker_1: No, Mr. Vance, at the moment, that coverage has not been canceled yet. We're still waiting on that court-ordered document to terminate it.

Speaker speaker_2: Okay, so they said they already sent it.

Speaker speaker_1: Excuse me?

Speaker speaker_2: They said they already sent it.

Speaker speaker_1: It has not been receive- received by our front office yet. I don't have any note on this document.

Speaker speaker_2: I, I, can you, can you, can you look at something for me though right quick?

Speaker speaker_1: Sure, sir.

Speaker speaker_2: Uh, under this job they got me pulling, and then it says, the court-ordered document. It just say, it says Magnolia Automotive.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: The job, like it says Surge Staffing but i- it's through, the, uh, court-ordered document is through Magnolia Automotive and I don't work for Magnolia Automotive. So that court-ordered document is wrong anyway.

Speaker speaker_1: Okay.

Speaker speaker_2: I work for Trigo.

Speaker speaker_1: Okay, sir. So the benefits are through your staffing company, not by the assignment. Well, you're still receiving a Surge Staffing issued check. It will still be taking the payment for the court-ordered coverage once we receive the document.

Speaker speaker_2: So who do I need to call?

Speaker speaker_1: The court so that they can send it over. If they have already sent over the document, we just have to wait for it to be received and processed.

Speaker speaker_2: Is this the corporate office?

Speaker speaker_1: No, sir. We're not corporate. We're Benefits In A Card, the administrators for the health insurance of the staffing companies.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Of course. Is there anything else I can assist you with today?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: I hope you ha-