

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 Car. My name is Francesca. How can I assist you today? Hey, Francesca. How's it going? This is Michael Tascioni. I work for, um, BG Multifamily in Boston. Um, so I wanted to cancel the BIC insurance that comes out of my, uh, paycheck and my, my daughter... So it was... I guess it was court-ordered. I didn't know what, but, uh, but my daughter's 18 now and she already has, you know... And I got the letter from Massachusetts, um, Department of Revenue, Child Support saying that I shouldn't... I don't have to pay it anymore and they sent you guys a letter for you guys to stop taking it out. Okay. So our service representatives on the line don't have access to the court order information that gets transferred from Benefits in a Car to the staffing companies and the court. However, what I can do is- Yeah. They, they, they mailed it to you. They mailed it to you guys. Yes, that's... That's what I'm trying to say, sir. I wouldn't have access to that letter. Oh. I wouldn't be able to let you know whether or not we got it. What I can do in regards to this current situation is if you, like, go into your account to see if that cancellation has been processed. But I wouldn't be able to confirm whether or not we have already received the letter, unfortunately. How do I go to my account? You mean my BIC account? So to our understanding, that account that you're talking in regards to, that link, is only for when you are applying for the job or you're enrolling into the medical insurance. Since your benefits are court-ordered, you wouldn't be able to cancel them on your own. I, myself, wouldn't even be able to process that. Our front office is the one that has to process it. Okay. So you help me somehow. Can you give me the phone number then? Who do I talk to? So at the moment, Mr. Michael, the only thing that we can do for you is verify whether or not the cancellation was processed. Aside from that- Can you do that? Yes, sir. That's what I offered you at the start, what are the last four of the social. Oh, I didn't understand. 9999. Okay. I thought you were telling me I have to verify it and I was like, "I don't know how to do that." I mean, I don't have- No, no, sir. That's what I was trying to say. Since we are limited with court orders, but I can check and see if it has been processed for the cancellation yet. Okay. Okay. That'd be great. Thank you. And then I'm just missing for you to verify date of birth and address for the purpose of the line being recorded. Yeah. April 5th, 1977. Mm-hmm. And it's 10 Abbotsford Street. I was... I used to be in apartment nine, but I'm in six now and, um, 02121. Okay. It looks like we updated it last time we spoke with you. We do have it- Okay. ... as apartment six now. And then we need best phone number, same as you're calling on, ending in 4013. Okay. Yes. With your email being first initial period last name1977@gmail.com? Yes. Okay. So I do see here that the account is still active. Okay. I don't see any new documents being uploaded to your specific account. Or any other note- How, how long is that normally? So it's only... She only turned 18 like two weeks ago and you probably didn't get the letter until, like, last week. How long does it take for them normally to

update that? So we actually don't have a timeframe for these specific situations. The only reason being it all depends on how it's going, if it is the staffing company sending it to us after the court sends it to them, or if it's being directly to us. Due to the fact that there's always either/or situation going on, at the moment, we don't have any timeframe on that. Okay. But will it... Okay. So does it automatically happen? Does it automatically get taken off eventually? Yes. So the minute that... Yes, sir. So the minute that we, Benefits in a Car, receive that letter advising of the court-ordered termination, the front office will process it the same day that we receive the letter. Okay. So they will, they will- But obviously depends when we get it. So they will pay attention to that letter? Okay. Yes, sir. That's good to know. And I hate, , I hate to not trust, but I've had so many crazy situations that I always have to double-check, you know? It's okay. I understand. Yeah. Okay. Well, that sounds good. Especially with the times that we are in now. So it sounds like I don't really have to do anything. I'll just, I'll just look at my, uh, pay stubs to monitor when it happens or whatever, so. But I got a, um, I got a text message or an email from BD saying they're gonna refund us all the... just for, like, the holidays. So from, like, for like the next month, they're gonna refund it on the 20th, so that's cool. Oh, that's great. Yeah. Okay. So anyways, all right. And, um, oh, and I guess they'll probably get the same letter with the child support taken out. Okay. Right. I believe that part will be human resources with BGAs having, because we only administer the health insurance part. Oh, okay. Okay. Thank you very much. Of course. We're here any moment- All right. I feel good about this. All right. Thank you. No problem. I hope you have a wonderful- All right. ... rest of your evening. Thank you for calling us today. You... All right. You too. Bye.

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

Speaker speaker_2: Hey, Francesca. How's it going? This is Michael Tascioni. I work for, um, BG Multifamily in Boston. Um, so I wanted to cancel the BIC insurance that comes out of my, uh, paycheck and my, my daughter... So it was... I guess it was court-ordered. I didn't know what, but, uh, but my daughter's 18 now and she already has, you know... And I got the letter from Massachusetts, um, Department of Revenue, Child Support saying that I shouldn't... I don't have to pay it anymore and they sent you guys a letter for you guys to stop taking it out.

Speaker speaker_1: Okay. So our service representatives on the line don't have access to the court order information that gets transferred from Benefits in a Car to the staffing companies and the court. However, what I can do is-

Speaker speaker_2: Yeah. They, they, they mailed it to you. They mailed it to you guys.

Speaker speaker_1: Yes, that's... That's what I'm trying to say, sir. I wouldn't have access to that letter.

Speaker speaker_2: Oh.

Speaker speaker_1: I wouldn't be able to let you know whether or not we got it. What I can do in regards to this current situation is if you, like, go into your account to see if that cancellation has been processed. But I wouldn't be able to confirm whether or not we have already received the letter, unfortunately.

Speaker speaker_2: How do I go to my account? You mean my BIC account?

Speaker speaker_1: So to our understanding, that account that you're talking in regards to, that link, is only for when you are applying for the job or you're enrolling into the medical insurance. Since your benefits are court-ordered, you wouldn't be able to cancel them on your own. I, myself, wouldn't even be able to process that. Our front office is the one that has to process it.

Speaker speaker_2: Okay. So you help me somehow. Can you give me the phone number then? Who do I talk to?

Speaker speaker_1: So at the moment, Mr. Michael, the only thing that we can do for you is verify whether or not the cancellation was processed. Aside from that-

Speaker speaker_2: Can you do that?

Speaker speaker_1: Yes, sir. That's what I offered you at the start, what are the last four of the social.

Speaker speaker_2: Oh, I didn't understand. 9999.

Speaker speaker_1: Okay.

Speaker speaker_2: I thought you were telling me I have to verify it and I was like, "I don't know how to do that." I mean, I don't have-

Speaker speaker_1: No, no, sir. That's what I was trying to say. Since we are limited with court orders, but I can check and see if it has been processed for the cancellation yet.

Speaker speaker_2: Okay. Okay. That'd be great. Thank you.

Speaker speaker_1: And then I'm just missing for you to verify date of birth and address for the purpose of the line being recorded.

Speaker speaker_2: Yeah. April 5th, 1977.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And it's 10 Abbotsford Street. I was... I used to be in apartment nine, but I'm in six now and, um, 02121.

Speaker speaker_1: Okay. It looks like we updated it last time we spoke with you. We do have it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as apartment six now. And then we need best phone number, same as you're calling on, ending in 4013.

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: With your email being first initial period last name1977@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I do see here that the account is still active.

Speaker speaker_2: Okay.

Speaker speaker_1: I don't see any new documents being uploaded to your specific account. Or any other note-

Speaker speaker_2: How, how long is that normally? So it's only... She only turned 18 like two weeks ago and you probably didn't get the letter until, like, last week. How long does it take for them normally to update that?

Speaker speaker_1: So we actually don't have a timeframe for these specific situations. The only reason being it all depends on how it's going, if it is the staffing company sending it to us after the court sends it to them, or if it's being directly to us. Due to the fact that there's always either/or situation going on, at the moment, we don't have any timeframe on that.

Speaker speaker_2: Okay. But will it... Okay. So does it automatically happen? Does it automatically get taken off eventually?

Speaker speaker_1: Yes. So the minute that... Yes, sir. So the minute that we, Benefits in a Car, receive that letter advising of the court-ordered termination, the front office will process it the same day that we receive the letter.

Speaker speaker_2: Okay. So they will, they will-

Speaker speaker_1: But obviously depends when we get it.

Speaker speaker_2: So they will pay attention to that letter? Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: That's good to know. And I hate, , I hate to not trust, but I've had so many crazy situations that I always have to double-check, you know?

Speaker speaker_1: It's okay. I understand.

Speaker speaker_2: Yeah. Okay. Well, that sounds good.

Speaker speaker_1: Especially with the times that we are in now.

Speaker speaker_2: So it sounds like I don't really have to do anything. I'll just, I'll just look at my, uh, pay stubs to monitor when it happens or whatever, so. But I got a, um, I got a text message or an email from BD saying they're gonna refund us all the... just for, like, the holidays. So from, like, for like the next month, they're gonna refund it on the 20th, so that's cool.

Speaker speaker_1: Oh, that's great.

Speaker speaker_2: Yeah. Okay. So anyways, all right. And, um, oh, and I guess they'll probably get the same letter with the child support taken out. Okay. Right.

Speaker speaker_1: I believe that part will be human resources with BGAs having, because we only administer the health insurance part.

Speaker speaker_2: Oh, okay. Okay. Thank you very much.

Speaker speaker_1: Of course. We're here any moment-

Speaker speaker_2: All right. I feel good about this. All right. Thank you.

Speaker speaker_1: No problem. I hope you have a wonderful-

Speaker speaker_2: All right.

Speaker speaker_1: ... rest of your evening. Thank you for calling us today.

Speaker speaker_2: You... All right. You too. Bye.