

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today? How are you doing, Francesca? My name is Marcus. Um, I was just calling about the email that's coming up about the refund, uh, from the big coverage. I was trying to see if you could help me out with that, understanding it, and if I was, uh, receiving that coverage or not. I can take a look in your account to see if someone has taken notes. What staffing company do you work with? Uh, BG Multifamily. And what are the last four of your Social? 8310. For security purposes, please verify your mailing address and your date of birth. 5/12/92. Um, 5955 Goodfellow, Apartment A. Okay, and we are still waiting for your date of birth, please. 5/12/92. I have the best phone number to reach you down as 314-688-8486? Correct. And we have your email down as first and last name 074 at gmail.com? Correct. So Mr. Duke, I'm not sure in regards to what reimbursement you're speaking of. There is no notes on our system of any reimbursement being issued, or any requests for a refund. Uh, no, that's not, that's not a... It's a email from you guys saying that I guess the coverage that was taken out, you was doing something with a refund as far as, I guess, the hours that was worked from, uh, 11/04 to 12/15? I'm looking at our office email for when we... from where we email employees, and from your email, the only thing we have ever sent out is an email on November in regards to a benefit card you requested. Mm-hmm. And then once we received your enrollment form back in June, but we haven't sent you any email from our office since. So I'm not sure in regards to which email you're speaking of. I don't have access to it. Okay, let me, let me see if I can get some further information for you. In your account, it doesn't show any deduction discrepancy either, which the deduction discrepancy usually shows whenever the system sends out a payment and then while it was processing, they had to take it back to either add more money that they forgot to put in there or return money that they took extra. But on our end, I don't show any of that happening anywhere. Okay. Well, I don't, I don't, I don't... I guess it's not from you guys, but it's from, uh, BG. I would recommend calling your office directly then, um, if it was BG that sent it, 'cause we don't have access to that information they have. Our systems are completely different. They're separate. Okay. All right, thanks. All right, thank you. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 1004. My name is Francesca. How can I assist you today?

Speaker speaker_2: How are you doing, Francesca? My name is Marcus. Um, I was just calling about the email that's coming up about the refund, uh, from the big coverage. I was trying to see if you could help me out with that, understanding it, and if I was, uh, receiving that coverage or not.

Speaker speaker_1: I can take a look in your account to see if someone has taken notes. What staffing company do you work with?

Speaker speaker_2: Uh, BG Multifamily.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 8310.

Speaker speaker_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker_2: 5/12/92. Um, 5955 Goodfellow, Apartment A.

Speaker speaker_1: Okay, and we are still waiting for your date of birth, please.

Speaker speaker_2: 5/12/92.

Speaker speaker_1: I have the best phone number to reach you down as 314-688-8486?

Speaker speaker_2: Correct.

Speaker speaker_1: And we have your email down as first and last name 074 at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: So Mr. Duke, I'm not sure in regards to what reimbursement you're speaking of. There is no notes on our system of any reimbursement being issued, or any requests for a refund.

Speaker speaker_2: Uh, no, that's not, that's not a... It's a email from you guys saying that I guess the coverage that was taken out, you was doing something with a refund as far as, I guess, the hours that was worked from, uh, 11/04 to 12/15?

Speaker speaker_1: I'm looking at our office email for when we... from where we email employees, and from your email, the only thing we have ever sent out is an email on November in regards to a benefit card you requested.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then once we received your enrollment form back in June, but we haven't sent you any email from our office since. So I'm not sure in regards to which email you're speaking of. I don't have access to it.

Speaker speaker_2: Okay, let me, let me see if I can get some further information for you.

Speaker speaker_1: In your account, it doesn't show any deduction discrepancy either, which the deduction discrepancy usually shows whenever the system sends out a payment and then

while it was processing, they had to take it back to either add more money that they forgot to put in there or return money that they took extra. But on our end, I don't show any of that happening anywhere.

Speaker speaker_2: Okay. Well, I don't, I don't, I don't... I guess it's not from you guys, but it's from, uh, BG.

Speaker speaker_1: I would recommend calling your office directly then, um, if it was BG that sent it, 'cause we don't have access to that information they have. Our systems are completely different. They're separate.

Speaker speaker_2: Okay. All right, thanks.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: Mm-hmm.